



Australian Government

Assessment Requirements for CPPDSM4072 Provide leadership in the property industry

Release: 1

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Modification History

Release 1.

Replaces superseded equivalent CPPDSM4072A Provide leadership in the property industry.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 provide effective leadership by applying leadership skills in two situations to positively impact on the performance of a property-related organisation.

In doing the above, the person must:

- accurately interpret and comply with relevant legislative, financial and procedural requirements and prescribed codes of conduct, and check own understanding and application with relevant people
- demonstrate high standards of work practices and ethics in providing property services, including:
 - accurately determining and clarifying expectations of owners and owners corporations
 - acting in principal's best interests
 - adequately disclosing relevant information, including management fees
 - declaring beneficial interests
 - representing organisation and clients ethically
 - providing fair and honest property services
 - identifying and disclosing conflicts of interest
 - maintaining privacy and confidentiality
 - non-discriminatory practices
 - avoiding over-servicing
- use constructive feedback and industry competency standards and benchmarks to identify and implement opportunities for developing and maintaining own professional development
- use effective communication techniques to introduce and monitor change, while providing support to, and maintaining relationships with, clients and colleagues throughout the change process.

Knowledge Evidence

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

- characteristics of a positive role model
- common effects of change in the workplace
- industrial and organisational context of change
- limitations of own work role, responsibilities and professional abilities
- mechanisms to obtain and analyse feedback
- methods to identify and prioritise personal learning needs
- organisational and professional procedures, ethical practices and business standards, including:
 - acting in principal's best interests
 - adequate disclosure of relevant information, including management fees
 - declaration of beneficial interests
 - ethical representation of organisation and clients
 - fair and honest provision of property services
 - identification and disclosure of conflicts of interest
 - maintenance of confidentiality
 - non-discriminatory practices
- principles and techniques associated with:
 - establishing effective consultative processes
 - establishing key performance indicators
 - influencing others
 - leading people
 - making decisions
 - preparing performance plans
- key requirements of federal, state or territory legislation and local government regulations relating to:
 - anti-discrimination
 - consumer protection
 - environmental issues
 - equal employment opportunity (EEO)
 - financial probity
 - franchise and business structures
 - industrial relations
 - property sales, leasing and management
 - strata communities
 - 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

- specifications:
 - case studies of leadership in the property industry
 - organisational plans, policies and procedures
 - financial, legislative and procedural requirements of property organisations
 - industry competency standards and benchmarks
- 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>