



Australian Government

CPPDSM4072 Provide leadership in the property industry

Release: 1

CPPDSM4072 Provide leadership in the property industry

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Replaces superseded equivalent CPPDSM4072A Provide leadership in the property industry.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.

Application

This unit of competency specifies the outcomes required to provide effective leadership in the property industry. It requires the ability to model high standards of performance and behaviour, and positively influence individuals and work teams. It requires knowledge of financial, legal and procedural requirements relevant to the property industry.

The unit supports the work of those involved in leadership roles 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. Apply high standards of performance in undertaking | 1.1. Own work practices model high standards of performance and ethics in providing <i>property services</i> . |
| | 1.2. Property services and work practices are planned and |

individual and team tasks.	implemented.
	1.3. Work practices reflect an understanding of and respect for individual differences, and are adapted as appropriate to meet specific needs of clients and others. 1.4. Individual and team efforts and contributions are encouraged and rewarded. 1.5. Breaches of organisational code of conduct and code of ethics are identified and reported.
2. Interpret and comply with financial, legislative and procedural requirements.	2.1. Financial, legislative and procedural requirements relevant to property services are identified. 2.2. Key financial, legislative and procedural principles relating to organisational values and requirements are identified and interpreted. 2.3. Information relevant to property services is identified and assessed. 2.4. Own interpretation and application of financial, legislative and procedural requirements are confirmed. 2.5. Situations requiring specialist advice are identified and assistance is sought as required.
3. Facilitate commitment to workplace change.	3.1. Opinions and suggestions on improving work practices are encouraged to facilitate participation in change processes. 3.2. Goals and objectives of change are communicated clearly and promptly to individuals and teams. 3.3. Business equipment and technology are used to manage and provide access to information on progress towards objectives of change. 3.4. Mentoring and coaching are provided to support individuals and groups through introduction of change. 3.5. Decisions to overcome problems in implementation of change are made in consultation with colleagues and clients. 3.6. Effective relations and communications are maintained with clients and colleagues during process of change.
4. Develop and	4.1. Own professional development is maintained in

maintain professional competence.		consultation with relevant people.
	4.2.	Feedback from clients and colleagues is used to determine professional competency and quality of performance, and to identify key areas for improvement in providing property services.
	4.3.	Own knowledge and skills in providing property services are assessed against competency standards and other relevant benchmarks to determine professional development needs and priorities.
	4.4.	Strategies to maintain currency of professional competency in providing effective property services are identified, planned and implemented.
	4.5.	Professional networks are participated in to identify and build relationships with relevant individuals and organisations in the property industry to obtain and maintain personal knowledge.

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 code of ethics relevant to property industry.
Oral communication skills to:	ask questions to clarify and seek further information on code of conduct and ethical issues relating to providing property services.
Reading skills to:	access and interpret legislation and code of ethics relating to the provision of property services.
Writing skills to:	prepare own professional development plan in relation to providing effective property services.
Technology skills to:	use business technology to access and participate in professional networks relevant to building own professional competence in property services.

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.

- Property services*** must include at least one of the following:
- business broking
 - buyer advocacy or agent
 - facilities management for a range of property types
 - marketing, sale and leasing a range of property types
 - property development operations
 - property management for a range of property types, including on-site residential property management
 - rural agency practice
 - stock and station agency operations
 - strata community management
 - urban agency practice.
- Code of conduct and code of ethics*** must include:
- accurate determination and clarification of expectations of owners and owners corporations
 - acting in principal's best interests
 - clear communication of services offered and fee for services
 - clear negotiation of fees
 - declaration of beneficial interest
 - declaration of conflict of interest
 - disclosure of relevant information, including management fees
 - disclosure of pecuniary interests
 - fair and honest provision of property services
 - individual behaviour
 - maintaining confidentiality
 - misrepresentation
 - non-discriminatory practices
 - over-servicing, fixed charges rather than fee for service
 - privacy
 - representation of organisation and clients
 - use of organisational property.

Unit Mapping Information

CPPDSM4072A Provide leadership 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 CPPDSM4072 Provide leadership 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 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.

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