



Australian Government

Assessment Requirements for CPPDSM5006 Coordinate customer service activities in the property industry

Release: 1

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Modification History

Release 1.

Replaces superseded equivalent CPPDSM5006A Coordinate customer service activities in the property industry.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 lead the implementation of one customer service initiative in a property-related business designed to improve customer service in one of the following areas:

- business broking
- livestock sales and auctions
- property management
- property sales
- strata community management.

In doing the above, the person must:

- develop and implement improved customer service procedures
- ensure staff are adequately trained to deliver customer service to agreed organisational standards
- identify customer service requirements and ensure they are delivered to a professional standard in an appropriate timeframe
- apply knowledge of organisation's practices, ethical standards and legislative requirements associated with implementing customer service policies and procedures
- obtain and give constructive feedback on customer service strategies.

Knowledge Evidence

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

- organisational quality and customer service standards
- organisational policies and procedures for customer service
- principles and techniques for managing customer behaviour, including:
 - customer relations
 - maintaining product and service quality
 - identifying and resolving problems

- researching customer needs
- range of analysis techniques to interpret data on customer service
- 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
 - privacy
 - property sales, leasing and management
 - strata community 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
- specifications:
 - workplace policies and procedures on customer service
 - reports and case studies from other parties involved in the process of identifying and implementing business processes designed to enhance customer service
 - information on current customer service performance
 - outline of initiatives for enhancing customer service
- physical conditions:
 - customer service team
- 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>

