



Australian Government

CPPDSM5009 Coordinate risk management systems in the property industry

Release: 1

CPPDSM5009 Coordinate risk management systems in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM5009A Coordinate risk management system in the property industry.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 develop, implement and evaluate a risk management system to ensure effective operations in the property industry. It requires the ability to determine system requirements, and identify and organise appropriate support processes to implement, monitor, maintain and review the system.

The unit supports the work of those involved in developing, implementing and evaluating risk management systems in the property industry. It applies to real estate agents, strata community managers, stock and station agents, Nationwide House Energy Rating Scheme (NatHERS) assessors, and home sustainability assessors.

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. Determine risk | 1.1. <i>Risk management context</i> is determined. |
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management system requirements.	1.2.	Relevant documentation and legislative requirements are reviewed to identify critical requirements of risk management strategy.
	1.3.	Resource requirements to facilitate achievement of risk management goals and objectives are identified and arranged.
	1.4.	Roles and responsibilities associated with implementing risk management activities are established according to risk management strategy.
	1.5.	Information and communication systems are established and maintained to ensure an accurate exchange of information between relevant people.
2. Organise support processes.	2.1.	Consultative processes are used to determine individual professional development requirements.
	2.2.	Risk management processes requiring specialist support are identified and personnel or finance support is sought as required.
	2.3.	Systems to encourage communication flow and feedback are established and maintained to ensure an accurate exchange of information between relevant people.
	2.4.	Administrative processes are analysed to ensure outcomes are accurately reported and recorded.
	2.5.	Assessment criteria for measuring level of potential or existing risk and assessment of consequences are developed.
3. Monitor and maintain system.	3.1.	Risk management system is systematically evaluated to maintain consistency and meet relevant legislative and organisational requirements.
	3.2.	Factors affecting achievement of risk management strategies are identified and required variations are negotiated and agreed.
	3.3.	Information, costs and statistics relating to risk management system are collected and analysed.
	3.4.	Audits of implementation of treatments of risks are arranged according to risk management system requirements.
	3.5.	Changes to operating environment and risk or threat to assets are monitored on an ongoing basis, and corrective measures are identified and implemented according to risk management plan.

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| 4. Review and report on system. | 4.1. Risk management plan is reviewed against established criteria to improve and modify future risk assessment practices.

4.2. Evaluation processes are implemented that incorporate strategies for review, evaluation and comparison of risk management strategies and processes, according to risk management plan.

4.3. Feedback regarding satisfaction with risk assessment practices is collected, analysed and included in evaluation process.

4.4. <i>Business continuity plan</i> covering all aspects of continuity cycle is developed.

4.5. Findings of analysis of risk management system are incorporated into business continuity plan. |
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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:	evaluate information from a variety of sources to inform analysis of risk management system.
Numeracy skills to:	interpret statistical and graphical data to evaluate risks.
Oral communication skills to:	- discuss perceived and actual risks with team members and professional advisors - use language and concepts appropriate to cultural differences.
Reading skills to:	interpret and extract information from documentation, including risk assessments, to inform development of risk management strategy.
Writing skills to:	prepare and document business continuity plans that cover emergency and disaster planning.
Digital literacy skills to:	communicate electronically with team members and professional advisors.

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.

- Risk management context*** must include at least one of the following:
- business operations
 - competitors
 - economic climate
 - human and physical assets of organisation
 - organisational strengths and weaknesses
 - previous history of organisational operations.
- Business continuity plan*** must include at least one of the following:
- full recovery
 - resilient design
 - resilient operations
 - salvage
 - service restoration.

Unit Mapping Information

CPPDSM5009A Coordinate risk management system 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 CPPDSM5009 Coordinate risk management systems 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 develop, implement and evaluate a risk management system for one aspect of a property-related organisation to ensure its effective operation.

In doing the above, the person must:

- determine system requirements
- maintain required physical and human resources to support the risk management system
- apply knowledge of organisation's practices, ethical standards, and legislative requirements associated with developing, implementing and evaluating a risk management system
- prepare a business continuity plan to cover emergency and disaster planning
- review the risk management system to identify and implement improvements
- support staff to manage risk, and implement recovery processes where projected risks have eventuated.

Knowledge Evidence

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

- auditing requirements for risk management systems
- client and organisational privacy and confidentiality requirements
- business continuity cycle and plans, including development process and required contents
- insurance policies, codes and operations
- mechanisms to obtain and analyse feedback on risk management system
- organisational goals and objectives, activities and systems relating to risk management system
- 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
- public safety
- work health and safety (WHS)
- risks in property-related organisations, including:
 - assessment criteria for measuring level of potential or existing risk
 - risk assessment techniques and processes
 - risk management plans
- industry standards and code of conduct relating to coordinating risk management systems in the property industry.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
 - computer system with internet, email and printing facilities
- specifications:
 - specialist advice on risks and risk management in the property industry
 - risk assessment reports
 - best practice case studies of risk management procedures in property and related industries
 - workplace policies and procedures relating to risk management and other key business processes
- 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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