



Australian Government

CPPDSM5027 Provide facilities and amenities for property users

Release: 1

CPPDSM5027 Provide facilities and amenities for property users

Modification History

Release 1.

Replaces superseded equivalent CPPDSM5027A Provide facilities and amenities for property users.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to provide facilities, amenities and associated services for property users. It requires the ability to establish the need for facilities and amenities; and coordinate the planning, implementation and review of services.

The unit supports the work of those involved in providing facilities and amenities and associated services for property users. It applies to real estate agents, strata community managers, and stock and station agents.

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. Determine requirements for facilities and

- 1.1. ***Facility and amenity*** requirements are identified in consultation with ***property users*** and other relevant people using appropriate research and survey techniques.

- | | | |
|---|------|--|
| amenities. | 1.2. | Client needs are accurately assessed and clarified using appropriate consultative processes. |
| | 1.3. | Relevant documentation and legislative requirements are reviewed to ensure facilities and amenities comply with requirements. |
| | 1.4. | Situations requiring specialist advice are identified and assistance is sought as required. |
| 2. Plan for provision of facilities and amenities. | 2.1. | Provision of facilities and amenities is planned. |
| | 2.2. | Project strategies, objectives and timelines are negotiated and agreed in consultation with client. |
| | 2.3. | Monitoring and reporting arrangements for project activities are established and documented. |
| | 2.4. | Financial, physical and human resource requirements are identified and arranged according to project plan. |
| | 2.5. | Risk management plan to identify, assess and control risks is prepared and incorporated into project plan. |
| | 2.6. | Relevant approvals are obtained within designated timeframe. |
| 3. Coordinate implementation of facilities and amenities. | 3.1. | Facilities and amenities are implemented according to agreed project plan. |
| | 3.2. | Equipment and services are provided. |
| | 3.3. | Contingency arrangements for implementing facilities, and amenities are identified and activities planned to maximise quality outcomes. |
| | 3.4. | Expenditure and resource usage are monitored and controlled to ensure objectives are achieved within specified budgetary parameters. |
| | 3.5. | Regular reports on progress and outcomes are provided to relevant people according to project plan. |
| 4. Review effectiveness of facilities and amenities. | 4.1. | Systematic review processes and established <i>evaluation methods</i> are used to assess effectiveness of facilities and amenities. |
| | 4.2. | Feedback from users is used to confirm quality of facilities and amenities, and to identify areas for future |

improvement.

- 4.3. Identified non-conformances and non-compliances are documented and referred for action.
- 4.4. Evaluation results and recommendations for improvements to processes are prepared in required format, style and structure, and presented to relevant people within agreed timeframes.
- 4.5. Business equipment and technology are used to maintain relevant documentation.

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 select appropriate amenities and facilities for property users.
Numeracy skills to:	check complex statistical and graphical information on use of facilities and amenities.
Oral communication skills to:	- ask questions to determine property user preferences for facilities and amenities - use language and concepts appropriate to cultural differences.
Reading skills to:	evaluate written reports on property users' needs for facilities and amenities.
Writing skills to:	prepare specifications for facilities and amenities.
Digital literacy skills to:	access online information on trends in property users' preferences for facilities and amenities.

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.

Facilities and amenities • access controls

must include at least two of the following:

- business support
- car parking and bicycle storage
- child care
- common areas
- communications facilities
- gymnasium
- firefighting and other essential service equipment
- lifts and escalators
- meeting places
- minding services
- postal facilities
- public address systems
- recreation and entertainment facilities
- recycling facilities
- security facilities
- storage facilities
- swimming pool
- waste management facilities
- wi-fi and internet access.

Property users must include:

- occupiers
- owners
- service providers
- tenants
- visitors.

Evaluation methods must include:

- qualitative methods
- quantitative methods.

Unit Mapping Information

CPPDSM5027A Provide facilities and amenities for property users

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 CPPDSM5027 Provide facilities and amenities for property users

Modification History

Release 1.

Replaces superseded equivalent CPPDSM5027A Provide facilities and amenities for property users.

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 facilities, amenities and associated services for property users; planning and coordinating the provision; and reviewing the operations of one of the following properties:

- commercial building
- educational institution
- hospital or health centre
- industrial complex
- industrial estate
- public building
- shopping centre
- strata scheme.

The above property may be a new facility or amenity, or the upgrade of an existing facility or amenity for its users.

In doing the above, the person must:

- coordinate the implementation of facilities and amenities, ensuring equipment and services meet manufacturer and supplier specifications, and expenditure and resource use are monitored against budgets
- evaluate effectiveness of facilities and amenities and feedback from users and recommend improvements to processes
- identify requirements for facilities and amenities by consulting with property users and reviewing documentation
- apply knowledge of organisation's practices, ethical standards and legislative requirements associated with providing facilities, amenities and associated services for property users
- plan the provision of facilities and amenities, incorporating strategies for monitoring and reporting, risk management, resource needs, and gaining necessary approvals.

Knowledge Evidence

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

- demographics of property users
- evaluation methods for assessing effectiveness of building facilities and amenities
- facilities and amenities for different types of properties and user groups
- planning methods and techniques
- product information on facilities and amenities
- public liability and insurance issues associated with installing facilities and amenities
- risk management strategies relating to facilities and amenities
- techniques for consulting with property users
- techniques for determining property users' requirements for facilities and amenities
- warranties, guarantees and service contracts for facilities and amenities
- work health and safety (WHS) issues associated with installing and using facilities and amenities.

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 facilities and amenities for different types of properties and user groups
 - building drawings and plans
 - workplace policies and procedures on consulting with property users
- 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>