



Australian Government

CPPDSM5029 Manage client relationships and networks in the property industry

Release: 1

CPPDSM5029 Manage client relationships and networks in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM5029A Manage client relationships and networks in the property industry.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 maintain positive business relationships and active professional networks in the property industry. It requires the ability to share and promote professional experiences within a network, and use interpersonal skills to build trust and improve client relationships.

The unit supports the work of those involved in maintaining business relationships and professional networks. 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.

1. Identify

1.1. ***Relationships and networks*** required to achieve

relationship and network requirements.		business goals and objectives are systematically identified.
	1.2.	Consultative processes are used to identify and verify relationship and network requirements.
	1.3.	Business equipment and technology are used to organise and maintain information for easy access and retrieval.
	1.4.	Strategies are developed to obtain ongoing feedback to maintain and improve client relationships.
2. Establish and maintain client relationships.	2.1.	Communication methods are adapted to meet client-preferred communication style.
	2.2.	Client preferences, needs and expectations are confirmed and clarified using appropriate communication techniques.
	2.3.	Clear and constructive client advice is provided, detailing service provision outcomes, current needs and future options.
	2.4.	Feedback from clients and colleagues is used to assess quality of own performance and identify areas for improvement.
3. Participate and influence business networks.	3.1.	Professional networks and relevant business relationships are maintained to provide identifiable benefits for clients and the organisation.
	3.2.	Interactions with network members reflect sensitivity to social and cultural differences and individual needs.
	3.3.	Appropriate negotiation skills are used to promote and encourage participation in a supportive environment for network members.
	3.4.	Future support and service requirements for network members are identified and addressed in consultation with relevant people.

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:	source and evaluate information to identify appropriate business networks.
Oral communication skills to:	- negotiate with industry members to promote participation and gain support for business networks - use language and concepts appropriate to cultural differences.
Reading skills to:	evaluate written reports on operations and effectiveness of business networks.
Writing skills to:	prepare complex texts for use in presenting organisational viewpoints in business networks.
Digital literacy skills to:	prepare presentations for use in presenting organisational viewpoints in business networks.

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.

<i>Relationships and networks</i> must include at least two of the following:	- advocacy groups - committees, including advisory committees - community service groups - corporate social responsibility organisations - government agencies - internal and external clients - lobby groups - local inter-agency groups - professional, industry and occupational associations - project-specific ad hoc consultative or reference groups - specific interest or support groups - sponsors - strata communities - suppliers - supporting professionals and advisers - work teams.
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Unit Mapping Information

CPPDSM5029A Manage client relationships and networks 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 CPPDSM5029 Manage client relationships and networks 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:

- identify and maintain one business relationship or professional network in the property industry
- establish and maintain one client relationship
- demonstrate having influenced one issue in one professional network.

In doing the above, the person must:

- develop and implement feedback strategies to obtain information from relevant people on ways to improve relationships and delivery of client services
- identify networking requirements through consultation with clients and colleagues
- apply knowledge of organisation's practices and ethical standards associated with maintaining positive business relationships and active professional networks
- maintain up-to-date computer databases of relevant contacts and associated information
- promote and participate in networks and provide support to network members
- select appropriate methods and adapt communication styles when communicating with clients.

Knowledge Evidence

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

- benefits of establishing relationships and business networks
- key features of principal communication styles
- features of ethical business relationships
- networking strategies
- principles and operations of networks
- techniques for building relationships of trust, including with people from different cultures.

- techniques for obtaining ongoing feedback to maintain and improve client relationships.

Assessment Conditions

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

- equipment:
 - computer system with internet, email and printing facilities
- physical conditions:
 - clients and business networks
- specifications:
 - sources of information on property industry networks
 - ethical standards for business relationships and networks
 - workplace policies and procedures on business relationships and networks
- 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

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