



Australian Government

CPPDSM5030 Manage projects in the property industry

Release: 1

CPPDSM5030 Manage projects in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM5030A Manage projects in the property industry.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 plan, organise and monitor projects in the property industry. It requires the ability to establish project requirements, monitor quality assurance processes, and evaluate project processes and outcomes.

The unit supports the work of those involved in planning, organising and monitoring projects. 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 project requirements. | 1.1. <i>Project</i> brief is identified and analysed to determine project requirements. |
| | 1.2. Project objectives and timelines are negotiated and |

- agreed in consultation with client.
- 1.3. Roles and responsibilities associated with project implementation are clearly defined and documented.
 - 1.4. **Quality assurance goals and strategies** are established.
 - 1.5. Monitoring and reporting arrangements for project activities are established and documented.
 - 1.6. Risk management plan to identify, assess and control **risks** is developed and incorporated into project plan.
 - 1.7. **Project plan** is developed and reviewed to ensure it accurately reflects agreed terms and conditions.
2. Organise support processes.
 - 2.1. Resource requirements are identified and organised according to project plan.
 - 2.2. Targets and milestones are identified and linked to achievement of outcomes according to project plan.
 - 2.3. Effective communication strategies to encourage regular and accurate communication flow and feedback are established.
 - 2.4. Documentation and checklists associated with project plan implementation are prepared and disseminated.
 - 2.5. Contingencies are identified and activities planned to maximise quality outcomes.
 3. Monitor project processes and outcomes.
 - 3.1. Project progress is systematically monitored and variations to project plan are verified with client and adjusted accordingly.
 - 3.2. Expenditure and resource usage are monitored and controlled to ensure objectives are achieved within specified parameters.
 - 3.3. Coaching and mentoring assistance is provided to project team as required to overcome difficulties throughout implementation process.
 - 3.4. Regular reports on project progress and outcomes are provided to client and project team to ensure adherence to project plan.
 - 3.5. Systems, records and reporting procedures are maintained.

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| 4. Evaluate project outcomes. | 4.1. Project processes and outcomes are evaluated. |
| | 4.2. Systematic review processes and established evaluation methods are identified and used to assess project processes and outcomes. |
| | 4.3. Evaluation results and recommendations are prepared and presented to management. |
| | 4.4. Relevant documentation is completed and processed. |

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 up-to-date information on project management strategies.
Oral communication skills to:	- reach agreement with stakeholders on procedures to be followed in project planning and implementation - use language and concepts appropriate to cultural differences.
Reading skills to:	evaluate written progress and final reports on project activities.
Writing skills to:	prepare complex texts for use in presenting reports on project activities.
Digital literacy skills to:	prepare presentations for use in communicating information on the project in an accessible manner to project stakeholders.

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.

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|---|---|
| <i>Project</i> must include: | <ul style="list-style-type: none">outcomes that are focused on the property industry. |
| <i>Quality assurance goals and strategies</i> must | <ul style="list-style-type: none">formal structure against which progress can be evaluatedbudgets and timetables that enable the commitment of |

include at least four of the following:

- resources at appropriate points in the project
- compliance with Australian standards
- contingency plans to cater for a change of corporate focus or significant project difficulties
- continuous improvement strategies
- mechanisms for involving a wide variety of interested parties or stakeholders in the project
- procedures for monitoring and evaluating project outcomes and client satisfaction
- reducing risk by anticipating, evaluating and developing strategies for managing possible problems
- reporting procedures and protocols.

Risks must include at least four of the following:

- budget constraints
- competing work demands
- inadequate active participation in the quality management process by all stakeholders
- resource and material availability
- equipment and technology breakdown
- time delays
- workplace hazards, risks and controls.

Project plan must include at least five of the following:

- formal structure against which progress can be evaluated
- acquisition strategies
- budgets and timetables that enable the commitment of resources at appropriate points in the project
- consultation strategies to involve stakeholders
- contingency plans to cater for changes or significant project difficulties
- objectives, scope and expected benefits of the project
- project implementation plans
- project management methodology to be used
- quality assurance procedures
- risk management plans
- specifications
- structure of the project
- transition plans.

Unit Mapping Information

CPPDSM5030A Manage projects 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 CPPDSM5030 Manage projects 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 plan, organise and monitor one project in the property industry.

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:

- consultative processes used in property-related projects
- contingency and risk analysis techniques
- continuous improvement processes relating to managing projects
- key project success factors and typical project pitfalls
- limitations of own work role, responsibilities and professional abilities in relation to managing projects
- organisational quality systems, such as:
 - issues relating to client satisfaction
 - recording systems
 - strategic planning processes
- project management concepts and principles
- project management systems and tools, such as:
 - critical path method

- program evaluation and review technique (PERT)
- processes for administering project contracts, including managing contract variations
- systems and procedures for project planning and scheduling
- type and scope of property-related project specified in the performance evidence
- types of contingencies in property-related project.

Assessment Conditions

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

- equipment:
 - computer system with internet, email and printing facilities
- material:
 - project management software
- specifications:
 - project specifications
 - sources of information on project management
 - workplace policies and procedures on project management
- 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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