



Australian Government

Assessment Requirements for CPPREP3002 Communicate effectively to support customer service in real estate

Release: 1

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Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

Supersedes but is not equivalent to CPPDSM3010 Meet customer needs and expectations in the property industry and CPPDSM3019 Communicate with clients in the property industry.

Merged to reduce duplication. Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must use communication techniques to support two internal and two external clients **by**:

- identifying and confirming support needs
- applying communication techniques for meeting the needs and expectations of internal and external customers and clients
- confirming sufficiency of information given
- assisting in resolving customer and client issues and complaints.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

To be competent in this unit, a person must demonstrate knowledge of:

- Commonwealth and state or territory legislation relating to supporting internal and external clients in real estate
- professional ethical standards in real estate relating to supporting internal and external clients in real estate
- importance of accurate and complete collection of information about client requirements
- techniques for:
 - creating, building and maintaining strong and effective communication channels with internal and external clients
 - identifying the preferences, needs and expectations of internal and external clients
 - explaining the features and benefits of real estate agency services to external clients
 - using paper-based and technology-based written communications effectively with internal and external clients
 - recording external client contact details and encouraging commitment to further engagement with the agency

- working effectively independently and as a member of a team
- collecting comprehensive details of client needs and requirements
- collecting comprehensive details of client complaints
- referring clients to colleagues
- communication techniques:
 - active listening
 - using effective questioning and responding to establish rapport
 - providing opportunities to clarify understanding
 - questioning and seeking feedback
 - summarising and paraphrasing to check understanding
 - using appropriate body language
- processes for:
 - locating and accessing information for clients
 - collecting information from clients
 - selecting and using business equipment and technology to assist in supporting clients
 - ensuring security of information.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations.

Assessment of performance must be undertaken in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to the following:

For assessment conducted in the workplace:

- a real estate agency workplace, staff and business documentation relating to supporting internal and external clients
- equipment, communication and data access technology required to support internal and external customers.

For assessment in a simulated workplace environment:

- details of the support requirements of the internal and external clients specified in the Performance Evidence
- materials and equipment meeting the full industry standard for a mid-size real estate agency, including:
 - documentation relating to:
 - supporting internal and external clients
 - receiving complaints
 - position description including detailed roles and responsibilities for the role to be assumed by the person undergoing assessment
 - role descriptions for people participating in role-play exercises

- equipment, communication and data access technology required for supporting internal and external clients.
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Links

Companion volumes to this training package are available at the VETNet website -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>