



Australian Government

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.

Application

This unit specifies the skills and knowledge required to apply effective communication techniques in order to provide customer service as a real estate agency worker.

It includes identifying and confirming support needs, communication techniques, and expectations of internal and external clients; and applying communication techniques to assist with resolving client issues and complaints.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Establish the support needs of internal and external customers and clients.	1.1 Determine support needs of internal and external customers and clients. 1.2 Outline own role and confirm processes for referring clients to appropriate colleagues when support needs are not within scope of own role. 1.3 Maintain professional ethics and confidentiality according to

	agency policy and procedures.
2. Communicate with clients to support needs.	2.1 Apply techniques to create, build and maintain internal and external communication channels. 2.2 Determine features and benefits of active listening and effective questioning. 2.3 Respond to the preferences, needs and expectations of internal and external clients. 2.4 Prepare written communication according to agency protocols. 2.5 Select and apply communication techniques to seek feedback on sufficiency of information provided.
3. Assist with client issues and complaints.	3.1 Assist clients to fully describe issues and complaints according to agency policy and procedures. 3.2 Resolve simple issues or complaints, or to refer to others, according to agency policy and procedures. 3.3 Record issues, complaints and outcomes according to agency policy and procedures.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Supersedes but is not equivalent to:

- CPPDSM3010 Meet customer needs and expectations in the property industry
- CPPDSM3019 Communicate with clients in the property industry.

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>