



Australian Government

CPPREP3103 Assist with the sale of properties

Release: 1

CPPREP3103 Assist with the sale of properties

Modification History

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

Supersedes and is equivalent to CPPDSM3005A Assist with the sale of properties.

Updated to the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to assist with the sale of all forms of property by private treaty or auction as part of a sales team.

It includes assisting with property inspections, sales presentations and preparing for auctions.

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. Assist with property inspections.	1.1 Confirm details of property inspections with appropriate persons. 1.2 Assist members of sales team in planning, preparing and conducting property inspections. 1.3 Communicate effectively with prospective buyers to answer questions fully or refer query to appropriate person. 1.4 Contribute to sales team review of property inspection.
2. Prepare for delivery of property	2.1 Use effective interpersonal communication techniques to clarify buyer requirements and to respond to buyer questions and

sales presentation.	concerns. 2.2 Prepare materials to assist with sale of property. 2.3 Confirm details of appointment for sales presentation. 2.4 Assist sales team members in delivering sales presentation. 2.5 Contribute to sales team review of sales presentation.
3. Assist with follow-up service.	3.1 Research and prepare information for sales team follow-up service for seller and prospective buyers. 3.2 Assist sales team to follow-up seller and prospective buyers.

Foundation Skills

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

Unit Mapping Information

Supersedes and is equivalent to CPPDSM3005A Assist with the sale of properties.

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>

Assessment Requirements for CPPREP3103 Assist with the sale of properties

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Performance Evidence

To demonstrate competency in this unit, a person must assist with the sale process for two different properties in real estate.

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 and local government regulations relating to assisting with the sale of properties in real estate
- ethical standards in real estate relating to property sales
- consumer protection principles that impact on the sale of property
 - cooling off provisions
 - false representations and misleading conduct in relation to the sale of property
 - secret commissions
- general legal principles that impact on property law relating to the sale of property
- requirements of property buyers
- methods of planning, preparing and conducting property inspections
- methods of sale of property
- types of assistance required in property sales:
 - addressing concerns of key decision makers
 - arranging to gather requested information for buyer
 - displaying selling features of property
 - providing agency promotional material
 - providing comparable sales information
 - providing information on market conditions
 - responding to client questions

- taking notes of buyer questions and requests for information
- techniques for identifying needs and motivation of buyers
- techniques for effective interpersonal communication:
 - active listening
 - providing an opportunity for the seller or buyer to clarify their understanding of the sales process
 - questioning and seeking feedback from the seller or buyer to confirm own understanding of their needs and expectations
 - summarising and paraphrasing to check understanding of seller and buyer message
 - using appropriate body language.

Assessment Conditions

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

Assessment must be conducted in the workplace or in a simulated workplace environment.

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

For assessment conducted in the workplace:

- a real estate agency workplace, staff and business documentation relating to the sale of property
- equipment, communication and data access and storage technology required to assist with the sale of property in real estate.

For assessment in a simulated workplace environment:

- materials and equipment meeting the full industry standard for a mid-size real estate agency, including:
 - comprehensive business plans, strategies, policies, procedures, forms and records including:
 - agenda and notes of sales team meetings relating to property sales
 - feedback and complaints registers, including resolutions of complaints about property sales and results from analysis of feedback
 - database/s, including simulated sets of records of current and recent listings, sales reports, and comprehensive sales data
 - position descriptions for all sales team employees including detailed roles and responsibilities
 - 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
 - simulated realistic internet and social media presence
 - equipment, communication and data access and storage technology required to assist with the sale of property in real estate.

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