



Australian Government

Assessment Requirements for CPPREP3104

Assist with maintaining and protecting condition of managed properties

Release: 1

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Modification History

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

Supersedes and is equivalent to CPPDSM3008A Maintain and protect condition of managed properties.

Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must support the property manager in the maintenance and protection of the condition of two managed properties.

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 maintaining and protecting condition of managed properties in real estate
- ethical standards in real estate relating to maintaining and protecting condition of managed properties
- types of property documentation
- verifiable evidence of property inspections:
 - inspection checklists, records and notes
- processes for:
 - planning, organising and conducting property inspections
- techniques for effective interpersonal communication:
 - active listening
 - providing opportunities for clarification of understanding
 - questioning and seeking feedback
 - summarising and paraphrasing to check understanding 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:

- a real estate agency workplace, staff and business documentation relating to maintaining and protecting condition of managed properties
- equipment, communication and data access and storage technology required for maintaining and protecting condition of managed properties
- two managed properties for which maintaining and protecting condition is required
- information about accessing the properties using industry processes, including:
 - agreements
 - building codes
 - checklists
 - contracts
 - licences
 - permits
 - plans
 - previous inspection reports
 - specifications
- materials and equipment meeting the operational requirements for a mid-size real estate agency, including:
 - policies, procedures, forms and records relating to maintaining and protecting condition of managed properties
 - 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.

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>