



Australian Government

CPPREP4002 Access and interpret ethical practice 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 CPPDSM4007A Identify legal and ethical requirements of property management to complete agency work, CPPDSM4008A Identify legal and ethical requirements of property sales to complete agency work, CPPDSM4015B Minimise agency and consumer risk and CPPDSM4057 Monitor a safe workplace 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 work ethically in real estate.

It includes expressing a thorough understanding of ethical standards in real estate.

This unit supports real estate professionals in reducing financial and reputational risks, in meeting consumer protection standards, and in dealing responsibly with ethical breaches and challenges.

This unit applies to people currently working in or seeking to work in real estate.

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 the performance needed to demonstrate achievement of the element.

1 Analyse ethical practice in real estate.

1.1 Research and examine the foundation for ethical practice applicable to real estate and its relationship to ethical behaviour.

1.2 Explain ethical consideration in personal

			decision-making.
		1.3	Analyse and examine statutory and industry standards, codes of practice or codes of conduct in relation to ethical practice in real estate.
2	Interpret consumer protection requirements in real estate.	2.1	Access, read and interpret consumer protection requirements in real estate to identify risks. • risks to consumer • risk to agency • risk to industry • personal risk.
		2.2	Explain the impact of fraudulent activities on consumer and agency.
3	Source and review ethical practices in real estate.	3.1	Source and review statutory and industry standards and codes of practice or codes of conduct for ethical practice in real estate.
		3.2	Describe ethical practice standards for privacy, confidentiality and security of customer information.
		3.3	Review and explain ethical standards for: • privacy, confidentiality and security of customer information • disclosure of material facts, conflict of interest and referrals • price guide recommendations.
		3.4	Describe communication strategies for clear representations of consumer rights and responsibilities, and complaints resolution processes.
		3.5	Demonstrate appropriate communication strategies for ethical practice in relationships with customers, clients and external agencies.
4	Examine strategies to resolve concerns	4.1	Research and record sources of specialist advice about ethical practice in real estate.
		4.2	Explain strategies to respond to concerns about discrepancies between personal or agency practice and

real estate ethical practice standards.

Foundation Skills

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

Unit Mapping Information

Supersedes but is not equivalent to:

- CPPDSM4007A Identify legal and ethical requirements of property management to complete agency work
- CPPDSM4008A Identify legal and ethical requirements of property sales to complete agency work
- CPPDSM4015B Minimise agency and consumer risk
- CPPDSM4057 Monitor a safe workplace 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>