



Australian Government

Assessment Requirements for CPPREP4122 Manage tenant relationships

Release: 1

Assessment Requirements for CPPREP4122 Manage tenant relationships

Modification History

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

Supersedes but is not equivalent to CPPDSM4046A Manage tenancy disputes.

Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must select and place tenants in two different properties, and for each property:

- prepare tenancy documentation
- provide information to tenants about rights and responsibilities.

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:

- contact people in property management team
- tenant selection criteria:
 - legislation
 - suitability for property
 - tenant renting history
 - capacity to meet rental terms
- conditions of rental agreement:
 - format – written, oral, standard form
 - payment of rent
 - term of agreement
 - conditions of use
 - special conditions/additional terms
 - tenant entitlements
- entry costs:
 - bond
 - rent in advance
 - any other fees – allowable, not allowable and penalties

- disclosure and documentation requirements provided to tenants prior to entering tenancy agreement as required in state or territory of operation
- bond payment, lodgement legal requirements and agency procedures
- terms and conditions, and documentation relating to property inspections, maintenance and repairs
- roles and responsibilities of landlord and of agent to tenant during tenancy
- privacy standards and confidentiality in relation to landlord and tenant
- property management documentation and forms
- rights and responsibilities of tenants
- relevant legislation relating to property management in the state or territory of operation:
 - anti-discrimination and equal employment opportunity
 - consumer protection, fair trading and trade practices
 - work health and safety/occupational health and safety
 - privacy
 - property sales and management
 - ethical practice associated with tenancy agreements including disclosure
- rent:
 - payment
 - receipting and recording
 - rent arrears
- components of tenancy documentation:
 - condition report
 - disclosure requirements
 - fixed and periodic term
 - legal obligations of tenant, landlord and agent
 - rent, bonds or security deposits
- processes for tenant requests:
 - repairs
 - urgent repairs
 - issues affecting tenancy terms and conditions
- communication strategies for responding to client complaints.

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.

Tasks are to be performed to the level of proficiency and within the time limits expected in a workplace.

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

- range of tenant profiles
- range of property profiles
- sample tenancy agreement for the state or territory of operation
- sample property condition report used in the state or territory of operation
- agency procedures, forms and documents.

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>