



Australian Government

Assessment Requirements for CPPREP4123 Manage tenancy

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 CPPDSM4049 Implement maintenance program for managed properties.

Updated to the Standards for Training Packages.

Performance Evidence

To demonstrate competency in this unit, a person must manage tenancy for two different properties and for each property:

- respond to one issue that may affect tenancy terms and conditions
- outline and complete processes for managing the ongoing tenancy agreement
- manage property inspections for routine maintenance.

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:

- legislation relating to property management in the state or territory of operation
- role and responsibilities of landlord and agent in managing tenancy
- ethical practice associated with tenancy agreements, including disclosure
- inspection of tenanted premises:
 - notice periods
 - inspection reports
 - communication to landlord and tenant
 - authority of agent
- rent:
 - arrears
 - increases
 - reviews
- assigning or subletting and legislative requirements
- renewal of leases and tenancy agreements:
 - renewal strategies for different types of property
 - scheduling tenancy renewals

- strategies for gaining tenancy renewals
- tenancy lease and renewal patterns
- re-letting procedures and legislative requirements
- processes for receiving and responding to tenant requests
- criteria and processes for urgent and non-urgent repairs according to legislative requirements in the state or territory of operation
- purpose of cyclical or scheduled maintenance plans and asset life cycles
- budgets and financial reporting
- scope of authority and imitations of work role, responsibility and professional abilities
- relevant building service, trades and operation for maintenance requirements
- sources of advice about standards and specifications for repairs and maintenance
- advice that must be given to tenants in the state or territory of operation
- tenancy record keeping policies and procedures
- privacy standards and confidentiality in relation to tenant and landlord
- agency property records:
 - key features of a records management system
 - reasons for maintaining property records
 - types of property records.

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:

- agency procedures, forms, documents and portfolios for rental properties
- legislation relating to property management, rights and obligations of tenants and landlords in the state or territory of operation.

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>