



Australian Government

Assessment Requirements for CPPREP4124 End tenancy

Release: 1

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Modification History

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

New unit of competency.

Performance Evidence

To demonstrate competency in this unit, a person must:

- prepare written advice for at least one tenant detailing requirements to successfully end tenancy
- document a process to negotiate with at least one tenant for rectification of any issues with property condition for release of bond
- prepare written advice to landlord in circumstances of breach of lease that includes actions to be taken
- prepare statutory notices to end at least one tenancy that complies with legislative requirements for each of the following circumstances:
 - breach of tenancy agreement
 - landlord personal reasons
 - possession of property.

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:

- real estate tenancy management services
- legislation relating to property management in the state or territory of operation
- role of agent in managing tenancy
- rights and obligations of agent, landlord and tenant during tenancy
- ethical practice associated with tenancy agreements, including disclosure
- inspecting tenanted premises:
 - notice to tenant
 - reports
 - communication to landlord
- rent:
 - payment
 - receipting, banking and recording

- rent arrears
- rent increases
- rent reviews
- components of tenancy agreements:
 - condition report and disclosure statements
 - fixed and periodic terms
 - format of agreements
 - legal obligations of agent, landlord and tenant
 - rents, security deposits and bond moneys
- processes for receiving and responding to tenant requests to end tenancy
- processes for receiving and responding to landlord requests to end tenancy
- breaches of tenancy agreement or conditions
- termination of leases and tenancy agreements:
 - relevant documentation
 - rents, security deposits and bond moneys
 - rights of landlords and tenants
- bond claims and repayments, legal requirements and agency procedures
- tribunal orders and possession
- legislation relating to ending tenancies in the state or territory of operation
- scope of authority and imitations of work role, responsibility and professional abilities
- sources of advice about ending tenancy arrangements
- advice that must be given to tenants according to 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

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.

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

- agency procedures and forms/documents relating to property management
- 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>