



Australian Government

CPPREP4263 Manage buyer relationships in business broking

Release: 1

CPPREP4263 Manage buyer relationships in business broking

Modification History

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

New unit of competency.

Application

This unit specifies the skills and knowledge required to manage buyer relationships in business broking.

It includes presenting the features of listed businesses to potential buyers according to vendor instructions and assisting buyers to make an informed offer.

The unit applies to industry professionals 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 what needs to be done to demonstrate achievement of the element.
1. Respond to buyer enquiry for purchase of business.	1.1 Respond promptly to buyer enquiries and ascertain their needs and preferences. 1.2 Record details of buyer enquiries and information provided according to agency requirements.
2. Present business to buyer.	2.1 Assess buyer suitability against business listing and vendor instructions. 2.2 Offer information to buyer about listed business to meet their requirements. 2.3 Present features of listed business according to vendor

	instructions and seek buyer feedback to monitor interest in listing. 2.4 Provide buyer with required information to address issues or concerns associated with business or terms of sale.
3. Assist buyer to make an offer.	3.1 Organise buyer inspection of business premises and financial records while maintaining vendor confidentiality. 3.2 Discuss and confirm inventory and equipment associated with sale, staged purchase and retention arrangements. 3.3 Recommend sources of specialist advice to assist buyer to gain full understanding of purchase and tax implications. 3.4 Maintain communication to support buyer and to encourage an offer to be made. 3.5 Record buyer interactions according to agency requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- reading skills to interpret agency documents that include legal terminology
- numeracy skills to interpret numerical data to understand the financial position of businesses for sale
- technology skills to access and use agency databases to record buyer information.

Unit Mapping Information

No equivalent unit.

New unit of competency.

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>

Assessment Requirements for CPPREP4263 Manage buyer relationships in business broking

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 identify and assist at least 2 buyers, in two separate occasions, in the purchase of a business.

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:

- required documentation to be completed when interacting with buyers
- business structures and features that can impact sale
- legislation relating to the sale of businesses in the state or territory of operation
- legal and ethical responsibilities of real estate agents when managing buyer relationships in business broking
- methods for presenting businesses to potential buyers
- methods of buyer enquiry in business broking
- role of the real estate agent in establishing and maintaining buyer relationships for the sale of businesses
- strategies to match buyer needs and preferences to listed business
- techniques to manage conflict between buyers and vendors in business broking.

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:

- materials and equipment meeting the operational requirements for a real estate agency:
 - policies, procedures and documentation for managing buyer relationships in business broking

- legislation in the state or territory of operation relating to the sale of businesses
- equipment, communication and data access and storage technology required to develop, manage and monitor buyer relationships in business broking
- buyers for two different business listings.

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>