



Australian Government

Assessment Requirements for CPPREP4510 Manage short-term or holiday letting

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 manage short-term and holiday letting of two properties.

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:

- state or territory legislation and local government regulations relevant to the holiday letting of residential property
- roles and responsibilities of agency and of owner in providing property for holiday letting
- seasonal factors effecting property availability, occupancy and rates
- processes to:
 - market property
 - confirm bookings with guests
 - confirm deposit and payment terms and conditions including cancellations and refunds
 - check in and check out guests
 - coordinate property inspections, housekeeping and inventory maintenance
 - respond to guest feedback, including via online forums
 - report to owner about property occupancy and finances
- letting documentation
- staff or contractors required to support housekeeping and inventory maintenance
- ethical practice, including disclosure of property features
- property security features
- 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:

- agreements between owner and agency for property short-term letting including agreed rates
- details of property for short-term letting including property features
- marketing and communication strategies for short-term property letting
- agency forms, procedures and documents for preparing reports about short-term letting performance
- legislation relating to short-term letting of residential property 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>