



Australian Government

CPPREP4510 Manage short-term or holiday letting

Release: 1

CPPREP4510 Manage short-term or holiday letting

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 short-term or holiday letting where a residential tenancy agreement is not required.

It includes managing bookings, maintaining premises and processing funds for deposit, accommodation, cancellations and miscellaneous charges, with a focus on providing professional guest service and satisfaction.

This 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 the performance needed to demonstrate achievement of the element.

1	Market property for short-term letting.	1.1	Identify and document property features.
		1.2	Identify and document rates for short-term letting based on seasonal factors, minimum stay and owner instructions.
		1.3	Prepare marketing and communication materials based on property features and owner instructions.
		1.4	Confirm property marketing plan with owner, including budget, fees and charges.

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| | | 1.5 | Implement property marketing activities. |
| | | 1.6 | Monitor effectiveness of property marketing activities and communicate recommendations for changes to marketing plan to owner. |
| 2 | Manage bookings. | 2.1 | Coordinate bookings via all booking platforms and record in booking system. |
| | | 2.2 | Identify and resolve conflict of booking dates or double bookings. |
| | | 2.3 | Manage deposits and provide cancellation and refund information. |
| | | 2.4 | Provide accurate information to potential guests about property features, facilities and local area. |
| 3 | Manage guest stay. | 3.1 | Manage reception, check in, property access and support services. |
| | | 3.2 | Manage guest payments. |
| | | 3.3 | Receive and respond to special requests from guests. |
| | | 3.4 | Manage housekeeping services, cleaning and inventory maintenance. |
| | | 3.5 | Manage resolution of complaints and guest dissatisfaction. |
| | | 3.6 | Follow check out procedures. |
| | | 3.7 | Survey guest experience. |
| | | 3.8 | Monitor and respond to guest comments and feedback on property. |
| 4 | Manage property condition. | 4.1 | Conduct and record property inspection. |
| | | 4.2 | Respond to issues with property condition arising from guest stay. |
| | | 4.3 | Identify and document repairs required to property. |

		4.4	Communicate repair requirements with owner and obtain instructions.
		4.5	Organise and manage repairs based on owner instructions, quotes obtained and specified standards.
5	Provide property reports.	5.1	Produce reports for owner including occupancy/vacancy rates, income and expenses.
		5.2	Identify opportunities for improvements to property or marketing to achieve optimum occupancy rates.
		5.3	Communicate reports, including opportunities for improvement, to owner and take instructions for additional agency services.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

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 CPPREP4510 Manage short-term or holiday letting

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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.

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