



Australian Government

CPPREP5003 Manage ethical practice in the property industry

Release: 1

CPPREP5003 Manage ethical practice in the property industry

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 implement and manage ethical practice systems in a property agency.

The unit applies to industry professionals in the property industry.

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. Determine ethical practice management requirements.	1.1 Identify legislation, codes and principles relating to ethical practice in a property agency and their impact. 1.2 Analyse and record ethical practice in interactions with clients. 1.3 Conduct risk analysis of ethical practice requirements to determine risk ratings.
2. Implement risk control strategies.	2.1 Plan and implement policies, procedures, structures and risk mitigation strategies that enable an ethical practice culture. 2.2 Implement processes to address breaches of ethical practice. 2.3 Implement management structures to monitor

	ethical practice throughout the agency.
3. Monitor ethical practice.	3.1 Communicate clearly to staff, ethical best practice and consequences of unethical practice. 3.2 Facilitate continuous monitoring, reviewing and adjustment of agency ethical practice. 3.3 Collect and distribute information about ethical practice, breaches and impact on clients.
4. Evaluate ethical practice systems.	4.1 Analyse information about ethical practice and ethical breaches to evaluate agency achievement of ethical best practice. 4.2 Use evaluation data to implement improvements to ethical best practice within the agency.

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 CPPREP5003 Manage ethical practice in the property industry

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Performance Evidence

To demonstrate competency in this unit, a person must manage, monitor and evaluate ethical practices in a property agency. The person must analyse, determine and evaluate ethical practice management systems, including reporting processes, for a minimum of two areas of ethical best practice.

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:

- impact of Commonwealth and state or territory legislation and regulations relating to ethical practice in the property industry
- property industry codes and principles of ethical practice
- property agency policies, procedures and standards
- industry best practice and quality standards
- methods and tools for recording and reporting on ethical practice in the property industry
- range of analysis techniques to interpret operational and feedback data relating to ethical practice
- processes for:
 - identifying personal and agency reputational risks in the property industry
 - identifying risks to achieving ethical best practice in the property industry
 - analysing and rating identified risks in terms of likelihood and consequences
 - preparing risk control and risk mitigation strategies
 - incorporating risk control and risk mitigation strategies into policies, procedures and business strategies in the property industry
- management and communication techniques for leading, mentoring and motivating teams in the property industry.
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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 property agency:
- policies, procedures and documentation relating to ethical practice in a property agency
- legislation in the state or territory of operation relating to ethical practice in the property industry
- equipment, communication and data access and storage technology required to prepare documentation and maintain records.

Links

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