



Australian Government

CPPREP5003 Manage ethical practice in the property industry

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.

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>