



Australian Government

CPP50511 Diploma of Property Services (Asset and Facility Management)

Release 3

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Modification History

Version Comment

- 1 Revised qualification deemed equivalent.
- 2 Addition of two imported units to Group A Common units:
 - CPCSUS5002A Develop action plans to retrofit existing buildings for energy efficiency
 - CPCSUS5003A Manage energy efficient building methods and strategiesUpdate of revised imported Group A Common unit:
 - BSBHRM405A Support the recruitment, selection and induction of staff
- 3 Update superseded imported elective units to current equivalent elective unit:
 - BSBFIM501A to BSBFIM501
 - BSBHRM405A to BSBHRM405
 - BSBMGT502B to BSBMGT502
 - BSBMGT515A to BSBMGT517
 - BSBSUS501A to BSBSUS501This version released with CPP07 Version 14.4.

Description

Not Applicable

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

| Employability Skill | Industry/enterprise requirements for this qualification include: |
|----------------------|---|
| Communication | <ul style="list-style-type: none"> • apply literacy skills to access and use workplace information and report on customer service strategies • apply numeracy skills to interpret statistical information • apply communication skills to present marketing and sales information to clients, and interpret written and oral information • communicate to all those involved in service delivery within appropriate timeframes • demonstrate report writing skills to create a project brief, terms of reference or project charter and prepare written reports on project's progress • prepare and establish documentation and checklists associated with project plan implementation in established formats and distribute them to relevant people • prepare draft tender documentation which accurately reflects project requirements and complies with specific tender criteria and conditions • select appropriate methods and adapt communication styles when communicating with clients • use language skills to allow for adequate communication with relevant personnel • use effective communication strategies to encourage regular and accurate communication flow and feedback |
| Teamwork | <ul style="list-style-type: none"> • inform team of changes in policies and procedures that affect their relations with customers • motivate team to achieve high standard of service to customers • use interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities • use leadership skills to gain trust and confidence of clients and colleagues |

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| Problem solving | <ul style="list-style-type: none">• apply problem solving skills to develop contingency plans and select alternative marketing and sales options and to negotiate strategies with clients• apply problem solving skills to analyse entire work environment in area of responsibility in order to identify hazards, assess risks and judge when intervention to control risks is necessary• modify specific aspects of products, services and their delivery to meet changing customer service requirements• use problem solving skills to deal with complex and non-routine difficulties• use problem solving skills to identify potential barriers to project outcomes, analyse project risks and establish contingencies• use evaluation skills to identify potential or existing risks and hazards in the workplace, identify inadequacies in risk control measures and determine OHS training requirements of the work group |
| Initiative and enterprise | <ul style="list-style-type: none">• analyse and interpret information to identify and assess customer needs, expectations and satisfaction levels• analyse and evaluate information on how organisation compares with competition and best practice• identify and analyse project brief according to organisational requirements to determine project requirements• identify and use systematic review processes and established evaluation methods to assess project processes and outcomes |
| Planning and organising | <ul style="list-style-type: none">• collect and analyse current market and sales information• develop plans to meet customer needs and deliver improved customer service• identify marketing and sales activities and required resources and incorporate into a marketing and sales strategy• identify customer service problems and make adjustments to ensure continued service quality• identify targets and milestones and link to |

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| | <p>achievement of outcomes according to project plan</p> <ul style="list-style-type: none"> • monitor and report arrangements for project activities in line with client requirements • source information through both formal and informal channels according to organisational requirements |
| Self-management | <ul style="list-style-type: none"> • evaluate own work relationships systematically in order to identify new networking opportunities • develop strategies to obtain ongoing feedback to maintain and improve client relationships • identify when expert advice is needed, obtain advice and act on it promptly • identify personal limitations in assessing tender requirements and seek assistance as required from relevant people • participate and influence business networks • use time management skills to logically sequence project activities |
| Learning | <ul style="list-style-type: none"> • apply knowledge of organisation's practices, ethical standards and legislative requirements associated with analysing a population or market segment • coach and mentor to provide support to colleagues • use knowledge of workforce characteristics and how they impact on the design and maintenance of OHS |
| Technology | <ul style="list-style-type: none"> • apply computing skills to access the internet and web pages, prepare and complete online forms, lodge electronic documents and search online databases • use business equipment and technology to access, analyse and organise information according to organisational requirements • use technology skills to maintain databases and source information |

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each Employability Skill are representative of the property industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

This table is a summary of Employability Skills that are typical of this qualification and should not be interpreted as definitive.

Packaging Rules

To achieve this qualification, the candidate must demonstrate competency in:

- 16 units of competency:
 - 8 Group A units
 - 8 Group B units.

The Group A units are chosen as follows:

- 8 units may be chosen from Group A
- 2 of the units may be chosen from:
 - Certificate IV in Property Services (Operations) or Advanced Diploma of Property Services (Asset and Facility Management)
 - any Diploma qualification in CPP07 or another current Training Package.

The Group B units are chosen as follows:

- 8 units may be chosen from Group B
- 2 of the units may be chosen from:
 - Certificate IV in Property Services (Operations) or Advanced Diploma of Property Services (Asset and Facility Management)
 - any Diploma qualification in CPP07 or another current Training Package or state accredited course, provided the integrity of the AQF alignment is ensured, and they contribute to a valid, industry-supported vocational outcome.

Group A Common units

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| BSBFIM501 | Manage budgets and financial plans |
| BSBHRM405 | Support the recruitment, selection and induction of staff |
| BSBMGT502 | Manage people performance |
| BSBMGT517 | Manage operational plan |
| BSBSUS501 | Develop workplace policy and procedures for sustainability |
| CPCSUS5002A | Develop action plans to retrofit existing buildings for energy efficiency |
| CPCSUS5003A | Manage energy efficient building methods and strategies |

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| CPPCMN5001A | Plan for a sustainable business |
| CPPDSM5006A | Coordinate customer service activities in the property industry |
| CPPDSM5009A | Coordinate risk management system in the property industry |
| CPPDSM5010A | Determine needs of customer populations in the property industry |
| CPPDSM5014A | Develop property marketing and sales strategy |
| CPPDSM5018A | Ensure a safe workplace in the property industry |
| CPPDSM5029A | Manage client relationships and networks in the property industry |
| CPPDSM5030A | Manage projects in the property industry |
| CPPDSM5036A | Prepare tender documentation in the property industry |

Group B Specialist units

Development

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| CPPDSM5004A | Assess viability of regeneration options in the property industry |
| CPPDSM5005A | Contribute to a detailed property feasibility study |
| CPPDSM5008A | Coordinate fit-out of premises for user occupation |
| CPPDSM5011A | Determine space utilisation |
| CPPDSM5017A | Dispose of property |
| CPPDSM5019A | Identify and secure a property opportunity |
| CPPDSM5026A | Manage a consultant property project team |

Management

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| CPPDSM5002A | Advise on property investment strategy |
| CPPDSM5013A | Develop a tenancy mix strategy |
| CPPDSM5016A | Develop strata/community management agreement |
| CPPDSM5021A | Implement asset maintenance strategy |
| CPPDSM5022A | Implement asset management plan |
| CPPDSM5025A | Maintain public relations in the property industry |

Facilities

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| CPPDSM5001A | Advise on use and design of facilities |
| CPPDSM5007A | Coordinate construction or renovation of facilities |
| CPPDSM5023A | Implement facilities management plan |
| CPPDSM5024A | Implement facilities procurement systems |
| CPPDSM5027A | Provide facilities and amenities for property users |
| CPPDSM5034A | Monitor performance of property or facility portfolio |