



Australian Government

Department of Education, Employment and Workplace Relations

CPPDSM3005A Assist with the sale of properties

Release: 1

CPPDSM3005A Assist with the sale of properties

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to assist with the sale of all forms of property by private treaty or auction as part of a sales team. It includes assisting with property inspections, sales presentations and preparing for auctions.

The unit may form part of the licensing requirements for persons engaged in property operations and development in those States and Territories where these activities are regulated.

Application of the Unit

Application of the unit

This unit of competency supports the work of real estate representatives and agency support staff involved in assisting with the sale of property by private treaty or auction as part of an agency sales team. The work is performed under the supervision of the licensee in charge or principal.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Assist with property inspections.

- 1.1 Details of property inspections are confirmed with appropriate persons.
- 1.2 *Assistance is given to licensee in charge or principal and other members of sales team in planning, preparing and conducting property inspections* in line with agency practice and legislative requirements.
- 1.3 *Appropriate rapport* is established with prospective buyers.
- 1.4 Prospective buyers' questions are answered fully and honestly or referred to *appropriate person*.
- 1.5 *Effective interpersonal communication and presentation skills* are used in representing the agency and responding to prospective buyers' questions and concerns.
- 1.6 Contribution is made to sales team review of property inspection in line with agency practice.

2 Assist in delivery of property sales presentation.

- 2.1 *Buyer requirements* are clarified with licensee in charge or principal and other members of agency sales team using appropriate interpersonal communication techniques.
- 2.2 Assistance is given to the licensee in charge or principal and other members of sales team to prepare for sale in line with sales methods, agent instructions, legislative requirements and agency practice.
- 2.3 Appointment details for sales presentation are confirmed.
- 2.4 *Assistance is given to licensee in charge or principal and other members of sales team in delivering sales presentation* in line with agency practice and legislative requirements.
- 2.5 Appropriate rapport is established with buyer.
- 2.6 Buyer questions are answered fully and honestly or referred to appropriate person.
- 2.7 Effective interpersonal communication and presentation skills are used in representing the agency and responding to buyer questions and concerns.
- 2.8 Contribution is made to sales team review of sales presentation in line with agency practice.

3 Assist in providing follow-up service to buyers.

- 3.1 *Information* is researched and prepared for licensee in charge or principal and other members of sales team to facilitate provision of effective follow-up service to

ELEMENT**PERFORMANCE CRITERIA**

sellers and buyers in line with agency practice.

3.2 **Support** is provided to licensee in charge or principal and other members of agency sales team to facilitate finalisation of sale of property.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills:

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities on matters associated with the sale of property
- analytical skills to interpret documents such as contracts, legislation and regulations
- application of risk management strategies associated with the sale of property
- computing skills to access agency databases, send and receive emails and complete standard forms online
- decision making and problem solving skills to analyse situations and make decisions consistent with legislative and ethical requirements associated with the sale of property
- literacy skills to access and interpret a variety of texts, including legislation, regulations and contracts; prepare general information and papers; prepare formal and informal letters, reports and applications; and complete standard and statutory forms
- numeracy skills to perform calculations associated with property sales
- planning, organising and scheduling skills to make appointments with sellers and buyers in the process of selling property
- research skills to identify and locate documents and information relating to sale of property
- team skills to identify roles and responsibilities in an agency property sales team.

Required knowledge and understanding:

- consumer protection principles that impact on the sale of property, including:
 - cooling off provisions
 - false representations and misleading conduct in relation to the sale of land
 - impact of consumer protection legislation on contracts
 - insurance provisions

REQUIRED SKILLS AND KNOWLEDGE

- penalties and remedies for breaches
- protection offered for consumers
- rights and obligations of estate agents
- secret commissions
- ethical and conduct standards
- general legal principles that impact on property law relating to the sale of property, including:
 - adverse possession
 - contracts
 - easements
 - fee simple and life estates
 - general law system and the Torrens system of title
 - mortgages
 - real and personal property
 - restrictive covenants
 - types of interest in land
- marketing aids
- methods of sale, including:
 - auction
 - off the plan
 - private treaty
 - reverse auction
 - set sale
 - specialised properties
 - tender
- property inspections
- property sales, including:
 - after-sales procedures
 - agency and statutory documentation
 - sales presentation techniques
- qualifying buyers
- relevant federal, and state or territory legislation and local government regulations relating to:
 - anti-discrimination and equal employment opportunity
 - consumer protection, fair trading and trade practices
 - employment and industrial relations
 - financial services
 - OHS
 - privacy

REQUIRED SKILLS AND KNOWLEDGE

- property sales
- risks and risk management strategies
- sales team, including:
 - accountabilities
 - communication
 - functions
 - roles
 - responsibilities
 - team work
- techniques for identifying needs and motivation of buyers.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Overview of assessment

This unit of competency could be assessed through case studies and practical demonstration of assisting with the sale of property by private treaty or auction as part of a sales team. Targeted written (including alternative formats where necessary) or verbal questioning to assess the candidate's underpinning knowledge would provide additional supporting evidence of competence.

The demonstration and questioning would include collecting evidence of the candidate's knowledge and application of ethical standards and relevant federal, and state or territory legislation and regulations. This assessment may be carried out in a simulated or workplace environment.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

A person who demonstrates competency in this unit must be able to provide evidence of:

- assisting in a real or simulated environment to provide follow-up service to clients in order to finalise sale of properties
- assisting in a real or simulated environment in planning, preparing and conducting property inspections in line with agency practice, ethical standards and legislative requirements
- assisting in a real or simulated environment in delivering sales presentations in line with agency practice, ethical standards and legislative requirements
- knowledge of agency practice, ethical standards and legislative requirements associated with the sale of property
- knowledge of consumer protection principles that impact on the sale of property.

Context of and specific resources for assessment

Resource implications for assessment include:

- a registered provider of assessment services
- assessment materials and tools
- candidate special requirements
- competency standards
- cost and time considerations
- suitable assessment venue and equipment
- workplace documentation.

Where applicable, physical resources should include equipment modified for people with disabilities.

Access must be provided to appropriate learning and/or assessment support when required.

Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.

Validity and sufficiency of evidence require that:

- competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace
- where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice with a decision of competence only taken at the point when the assessor has complete confidence in the person's

competence

- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence
- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be current and show that it represents competency demonstrated over a period of time
- assessment can be through simulated project-based elements in this unit.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be undertaken in such a manner as is appropriate to the language and literacy levels of the candidate and any cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

- Assistance given to licensee in charge or principal and other members of sales team in planning, preparing and conducting property inspections*** may include:
- arranging to gather requested information for prospective buyers
 - arranging and conducting open days
 - arranging agency promotional materials
 - collecting contact details of prospective buyers
 - compiling reports
 - ensuring security of property for sale during inspection
 - following up request for information
 - greeting prospective buyers
 - identifying selling features of property
 - planning inspections
 - providing information on market conditions
 - responding to questions from prospective buyers
 - taking notes of questions and requests for information.
- Appropriate rapport*** relates to use of techniques that:
- establish and build confidence and trust in the agency and its representatives
 - make the buyer feel valued
 - promote and maintain an effective relationship with the buyer.
- Appropriate person*** may include:
- licensee in charge or principal
 - other members of sales team.
- Effective interpersonal communication and presentation skills*** may include:
- active listening
 - providing an opportunity for the seller or buyer to clarify their understanding of the sales process
 - soft questioning and seeking feedback from the seller or buyer to confirm own understanding of their needs and expectations
 - summarising and paraphrasing to check understanding of seller and buyer message
 - using appropriate body language.
- Buyer requirements*** may
- access to transport and facilities

include:

- finance
- location
- price
- purpose of purchase, including:
 - business
 - holiday
 - investment
 - private residence
- settlement period
- size of property
- style of property.

Assistance given to licensee in charge or principal and other members of sales team in delivering sales presentation may include:

- addressing concerns of key decision makers
- arranging sales documentation
- arranging to gather requested information for buyer
- displaying selling features of property
- providing agency promotional material
- providing comparable sales information
- providing information on market conditions
- responding to client questions
- taking notes of buyer questions and requests for information.

Information may include:

- agency services
- auction process
- legislative requirements
- marketing activities and costs
- property inspections
- sales data
- sales documentation
- sales process.

Support may include:

- administrative tasks
- client contact
- completion of sales documentation
- research tasks.

Unit Sector(s)

Unit sector

Property development, sales and management

Competency field

Competency field

Real estate