



Australian Government

Department of Education, Employment and Workplace Relations

CPPDSM3007B Identify risks and opportunities in the property industry

Release: 1

CPPDSM3007B Identify risks and opportunities in the property industry

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to identify risks and opportunities in the property industry to maintain effective use of assets. It requires the ability to identify key systems and assets, and an understanding of risk management processes.

The unit may form part of the licensing requirements for persons working in the property industry, including in the real estate, business broking, stock and station agency and property operations and development sectors, in those States and Territories where these are regulated activities.

Application of the Unit

Application of the unit

This unit of competency supports the work of all people in the property industry and focuses on identifying risks and opportunities to maintain effective use of assets.

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 Identify risks and opportunities.	1.1 Appropriate <i>interpersonal techniques</i> are used to specify and access <i>information</i> on potential <i>risks</i> and <i>opportunities</i> from individuals and groups. 1.2 Relevant <i>legislative requirements</i>, insurance, codes and standards applicable to <i>asset</i> use are identified and examined to establish risk and opportunity parameters. 1.3 Potential risks to and opportunities for <i>clients</i> and organisation are identified and confirmed with <i>relevant people</i> according to <i>organisational requirements</i>. 1.4 <i>Limitations</i> in identifying risks and opportunities are identified and <i>specialist advice</i> is sought as required according to organisational requirements. 1.5 Gaps or breaches in established risk management processes are identified and reported according to organisational policies and procedures.
2 Document and report identified risks and opportunities.	2.1 Identified risks and opportunities are documented in a suitable format according to organisational and legislative requirements. 2.2 Risk and opportunity findings are documented in a clear and concise manner and are supported by verifiable evidence. 2.3 <i>Feedback</i> is actively sought to ensure sufficiency and relevance of information in meeting client and organisational requirements. 2.4 <i>Business equipment and technology</i> are used to maintain information according to applicable OHS and organisational requirements. 2.5 Information is securely maintained with due regard to client confidentiality, and legislative and organisational requirements.

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:

REQUIRED SKILLS AND KNOWLEDGE

- communication skills to use interviewing and questioning techniques to obtain information
- computing skills to access the internet and web pages, prepare and complete online forms, lodge electronic documents and search online databases
- interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities
- observation skills to identify accurately gaps in information, existing or potential risks and opportunities, and gather necessary information from alternative sources
- organisational skills to plan time lines and reporting mechanisms, and record and file information
- problem solving skills to apply reasoning and logical analysis to make decisions and evaluate information against risk and opportunity assessment strategies
- technical skills to complete OHS reports.

Required knowledge and understanding:

- client and organisational confidentiality requirements
- insurance policies, codes and operations
- limitations of work role, responsibility and professional abilities
- mechanisms to obtain and analyse feedback
- methods to identify and prioritise a range of risks and opportunities
- relevant federal and state or territory legislation and local government regulations related to:
 - anti-discrimination and equal employment opportunity (EEO)
 - consumer protection, fair trading and trade practices
 - environment and sustainability
 - employment and industrial relations
 - financial services
 - leases and tenancy agreements
 - OHS
 - privacy
 - property management
- risk management concepts and practices within the property industry.

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 practical demonstration of identifying, documenting and reporting risks and opportunities in the workplace. 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:

- establishing risk and opportunity parameters and identifying a range of potential risks and opportunities in key systems and assets
- knowledge of agency practices, ethical standards and legislative requirements with regard to OHS
- obtaining information from a wide range of sources to ensure an accurate understanding of risk and opportunity management processes
- preparing risk and opportunity findings in a format suitable for presentation and review, using standardised styles and formats.

Context of and specific resources for assessment

Resource implications for assessment include:

- access to suitable simulated or real opportunities and resources to demonstrate competence
- assessment instruments that may include personal planner and assessment record book
- access to a registered provider of assessment services.

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 activity and must include evidence relating to each of the 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.

Interpersonal techniques may include:

- active listening
- clear presentations of options
- consultation methods
- culturally inclusive and sensitive engagement techniques
- questioning to clarify and confirm understanding
- seeking feedback
- two-way interaction
- using language and concepts appropriate to cultural differences
- verbal or non-verbal language.

Information may be collected from:

- colleagues and clients
- documentation, reports and risk management plans
- group workshops and brainstorming
- incident reporting systems
- interviews
- media, including newspaper, radio, television and industry magazines
- observation checklists
- property inspections
- organisational or industry-based surveys and questionnaires.

Risks may relate to:

- industry special risks
- loss of profits
- machinery malfunction
- OHS
- public liability
- trade practices issues.

Opportunities may relate to:

- adding value
- aggregating assets
- altering existing property or facility
- change in use, ownership, appearance and perception

- of property or facility
 - changing style of investment
 - creating something new
 - using bankers and financiers.
- Legislative requirements** may be outlined and reflected in:
- Australian standards
 - codes of practice covering the market sector and industry, financial transactions, taxation, environment, construction, land use, native title, zoning, utilities use (water, gas and electricity), and contract or common
 - home building requirements
 - privacy requirements
 - quality assurance and certification requirements
 - relevant federal, and state or territory legislation that affects organisational operation, including:
 - anti-discrimination and diversity
 - environmental issues
 - EEO
 - industrial relations
 - OHS
 - strata, community and company titles
 - tenancy agreements
 - trade practices laws and guidelines.
- Assets** may include:
- buildings
 - business and marketing contracts
 - equipment
 - furniture
 - goodwill
 - land
 - property
 - vehicles.
- Clients** may include:
- brokers
 - company management
 - fund managers
 - fund providers
 - institutions
 - insurers
 - internal and external property groups
 - legal advisers
 - owner-occupiers
 - private investors
 - risk assessors.
- Relevant people** may
- clients

include:

- colleagues
- legal representatives
- members of industry associations
- supervisors.

Organisational requirements may be outlined and reflected in:

- business and performance plans
- complaint and dispute resolution procedures
- goals, objectives, plans, systems and processes
- legal and ethical requirements and codes of practice
- OHS policies, procedures and programs
- policies and procedures in relation to client service
- quality and continuous improvement processes and standards
- quality assurance and procedure manuals.

Limitations may relate to:

- industry requirements
- job role and responsibilities
- legal responsibilities
- own competency level
- own understanding of risk and opportunity identification processes
- quality processes.

Specialist advice may be sought from:

- architects
- builders
- emergency personnel
- facilities and asset managers
- government officials
- members of industry associations
- OHS representatives
- planners
- real estate agents
- solicitors
- subcontractors
- technical experts.

Feedback may be sought from:

- supervisors and colleagues
- formal and informal performance appraisals
- personal and reflective behaviour strategies
- workplace assessment.

Business equipment and technology may include:

- computers
- data storage devices
- email
- facsimile machines
- internet, extranet and intranet
- photocopiers

- printers
- scanners
- software applications, such as databases and word applications.

Unit Sector(s)

Unit sector Property development, sales and management

Competency field

Competency field Property operations and development