



Australian Government

Department of Education, Employment and Workplace Relations

CPPDSM3008A Maintain and protect condition of managed properties

Release: 1

CPPDSM3008A Maintain and protect condition of managed properties

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to inspect managed properties, prepare inspection reports and implement required repairs and maintenance. It requires the ability to communicate effectively with those involved in the inspection process and to have a clear understanding of methods for carrying out and reporting the results of a property inspection, implementing repairs to managed properties and providing landlords with information on options for protecting the value of property.

The unit may form part of the licensing requirements for persons engaged in real estate activities 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 licensed real estate agents, real estate representatives and support staff involved in inspecting managed properties, preparing inspection reports, implementing required repairs and maintenance, and providing landlords with information on options for protecting the value of property.

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 property inspection requirements. | <ul style="list-style-type: none">1.1 Purpose and <i>type of property inspection</i> are established in line with <i>client</i> requirements and agency practice.1.2 Inspection procedure and time line are negotiated and agreed with <i>relevant people</i> in line with agency practice and legislative requirements.1.3 <i>Property documentation</i> and <i>legislative requirements</i> are reviewed to identify critical aspects requiring inspection.1.4 Access arrangements are coordinated with relevant people in line with agency practice and legislative requirements. |
| 2 Inspect property. | <ul style="list-style-type: none">2.1 Property is inspected according to agency practice ensuring all relevant aspects of the property are sighted and noted.2.2 Inspection processes are conducted efficiently and in line with agency practice.2.3 Appropriate <i>interpersonal techniques</i> are used to gain information on property from relevant people.2.4 Property condition is analysed against market expectations of normal wear and tear and legislative requirements for the maintenance of leased property.2.5 Situations requiring <i>specialist advice</i> are identified and assistance is sought as required in line with agency practice. |
| 3 Record and report inspection findings. | <ul style="list-style-type: none">3.1 Inspection findings are organised in a format suitable for analysis and dissemination in line with client and agency requirements.3.2 Inspection conclusions are supported by <i>verifiable evidence</i>.3.3 Inspection report is distributed promptly to relevant people according to client and agency requirements.3.4 Negotiations are conducted with relevant people regarding actioning of required repairs and maintenance as identified in inspection report. |
| 4 Implement repairs to managed properties. | <ul style="list-style-type: none">4.1 Database of <i>appropriately qualified and insured tradespeople and other service providers</i> is established and maintained so that reliable repair and maintenance work can be completed without delay.4.2 Repairs and maintenance are implemented in line with agreed requirements for repairs or replacements, client |

ELEMENT**PERFORMANCE CRITERIA**

instructions and legislative requirements.

4.3 Report on repair and maintenance work is supplied to client to indicate completion of work.

5 Inform landlord of options for protecting asset value of property.

5.1 Landlord is advised of expected maintenance requirements and expenditure.

5.2 Benefits of systematic, planned preventative maintenance programs are discussed with landlord.

5.3 Accurate records of property maintenance are established and maintained.

5.4 Regular reports are provided to landlord on property condition and options for protecting asset value 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
- analytical skills to interpret documents such as legislation, regulations and licensing requirements
- application of risk management strategies associated with planning and conducting property inspections
- 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
- literacy skills to access and interpret a variety of texts, including legislation and regulations; prepare general information and papers; prepare formal and informal letters, reports and applications; and complete standard forms
- negotiation skills to action required repairs and maintenance identified in inspection reports
- numeracy skills to calculate and interpret data, such as cost of repairs and maintenance
- planning, organising and scheduling skills to plan implementation of property repairs and maintenance
- research skills to identify and locate documents and information relating to real

REQUIRED SKILLS AND KNOWLEDGE

estate operations.

Required knowledge and understanding:

- common building styles and faults
- features of property included in a property inspection, such as:
 - aesthetic features
 - defects
 - structural features
- insurance needs of tradespeople and service providers
- preventative maintenance programs
- property documentation, including:
 - agreements
 - building codes
 - checklists
 - contracts
 - licences
 - permits
 - plans
 - previous inspection reports
 - specifications
- property inspection, including:
 - conduct
 - planning
 - process
 - reasons for and scheduling of property inspections
 - reports
 - timing
 - types
- 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
 - leases
 - OHS
 - privacy
 - property management
- risks and risk management strategies associated with planning and conducting

REQUIRED SKILLS AND KNOWLEDGE

- property inspections
- sources of specialist advice, including:
 - builders
 - colleagues
 - government officials
 - industry professionals and members of industry associations
 - managers and supervisors
 - planners
 - subcontractors
 - technical experts
 - valuers
- types of property repairs and maintenance.

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 conducting and reporting on the inspection of a managed property. 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:

- accessing suitably qualified tradespeople and service providers to undertake property repairs and maintenance
- applying effective communication and coordination techniques to access property and organise inspection
- arranging for implementation of property repairs and maintenance identified in property inspection reports
- complying with established inspection processes, noting

any variations in approved property requirements, and preparing findings in a report suitable for analysis and dissemination

- conducting and completing property inspections within agreed timeframes and in compliance with all applicable industry, legal and organisational requirements
- knowledge of agency practice, legislation and ethical standards affecting inspection of managed properties
- providing landlords with information on options for protecting asset value of property.

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.

- | | |
|---|---|
| Type of property inspection <i>may be:</i> | <ul style="list-style-type: none">• at change of tenancy• irregular• periodic• planned• relating to a complaint• relating to illegal works or usage• statutory. |
| Clients <i>may include:</i> | <ul style="list-style-type: none">• agents• government and legal instruments or agencies• landlords• property agents• tenants. |
| Relevant people <i>may include:</i> | <ul style="list-style-type: none">• landlords and managing agents• tenants. |
| Property documentation <i>may include:</i> | <ul style="list-style-type: none">• agreements• building codes• checklists• contracts• licences• permits• plans• previous inspection reports• specifications. |

Legislative requirements <i>may be outlined and reflected in:</i>	• 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 • leases • OHS • privacy • property management.
Interpersonal techniques <i>may relate to:</i>	• active listening • clear and concrete presentations of options • constructive feedback • culturally inclusive and sensitive engagement techniques • questioning to clarify and confirm understanding • two-way interaction • use of language and concepts appropriate to cultural differences • verbal or non-verbal language.
Specialist advice <i>may be sought from:</i>	• builders • colleagues • government officials • industry professionals and members of industry associations • managers and supervisors • planners • subcontractors • technical experts • valuers.
Verifiable evidence <i>may include:</i>	• inspection checklists, records and notes • qualitative and quantitative data • visual assessment of the physical aspects of the property.
Appropriately qualified and insured tradespeople and other service providers <i>may include:</i>	• licensing and registration requirements • membership of professional and industry associations • public liability insurance.

Unit Sector(s)

Unit sector Property development, sales and management

Competency field

Competency field Real estate