



Australian Government

Department of Education, Employment and Workplace Relations

CPPDSM3018B Identify risks to agency operations

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to identify risks to agency operations. It includes identifying potential risks, identifying the causes and potential impact of risks, and implementing agency procedures for responding to risks.

The unit may form part of the licensing requirements for persons engaged in property development and management activities, including those working 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 staff involved in identifying and responding to risks in an agency environment.

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 Determine risks to agency operations.	1.1 <i>Types of risks to agency, clients and other stakeholders</i> are identified. 1.2 Agency procedures for identification of risks are identified.
2 Identify causes and potential impact of risks on agency.	2.1 <i>Causes of risks</i> are identified in line with agency practice. 2.2 <i>Potential impact of risks</i> on agency and clients is determined.
3 Implement agency procedures for responding to risks.	3.1 <i>Agency procedures for responding to risks</i> are identified and implemented within scope of responsibility. 3.2 Personal skills in identifying and responding to risks are reviewed, and where appropriate, strategies are implemented for improving this aspect of professional practice.

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
- application of risk identification skills
- computing skills to access agency information on procedures for identifying and responding to risks
- decision making and problem solving skills to identify risks and make decisions consistent with agency, legislative and ethical requirements
- literacy skills to access and interpret a variety of texts, including legislation, regulations and rules of ethics; prepare general information and papers; prepare formal and informal letters, reports and applications; and complete standard and statutory forms
- organisational skills to undertake work-related tasks associated with identifying and responding to risks
- research skills to identify documents and information relating to identifying and responding to risks.

REQUIRED SKILLS AND KNOWLEDGE

Required knowledge and understanding:

- agency risk-related policies and procedures
- Australian and New Zealand risk management standards
- causes of risks
- complaint-handling procedures
- consumer risks
- impact of risks on agency, clients and other stakeholders
- procedures and systems for identifying and responding to risks
- relevant federal, and state or territory legislation and local government regulations relating to:
 - anti-discrimination and equal employment opportunity
 - anti-money laundering
 - auctions
 - consumer protection, fair trading and trade practices
 - environment and sustainability
 - employment and industrial relations
 - financial services
 - leasing
 - OHS
 - privacy
 - property sales and management
- sources of information on risk
- sources of risks
- techniques and tools for identifying risks
- types of risks.

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 identifying and responding to risks in an agency environment. 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:

- identifying risks in an agency environment
- identifying causes and potential impact of risks on agency, clients and other stakeholders
- responding to risks in an agency environment in line with scope of personal responsibilities as well as agency and legislative requirements
- assessing personal skills in identifying and responding to agency risk.

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.

- Types of risks*** may relate to:
- administrative and business systems, policies and practices
 - commercial and legal relationships between the agency, consumers and other organisations
 - consumer risk
 - economic and financial circumstances
 - individual actions, such as discrimination and ineffective communication
 - management activities and controls
 - natural events
 - non-compliance with legislative and regulatory requirements, including:
 - consumer protection
 - OHS
 - trade practices
 - non-compliance with quality system
 - physical and personal security
 - political circumstances, such as legislative change
 - property ownership, including intellectual property
 - technological and technical issues, both internal and external to the agency, such as loss of data.
- Agency, clients and other stakeholders*** may include:
- consumers and clients
 - co-owners
 - financial institutions that have an interest in the agency
 - principals
 - staff and others to whom a duty of care is owed.
- Causes of risks*** may include:
- commercial and legal relationships
 - economic circumstances and scenarios
 - human behaviour
 - inaccurate information provided by clients
 - individual activities
 - management activities and controls

Potential impact of risks
may include:

- natural events
- political circumstances
- technological issues.
- capital reserves
- cash flow viability and resulting liquidity
- goodwill value
- nett worth of the business
- return on investment.

Agency procedures for responding to risks may include:

- discussion with supervisor and colleagues
- documentation of risks
- reporting risk to immediate supervisor.

Unit Sector(s)

Unit sector Property development, sales and management

Competency field

Competency field Real estate