



Australian Government

Department of Education, Employment and Workplace Relations

CPPDSM4026A Analyse property and facility information

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to collect and analyse property and facility information. It requires the ability to obtain information from a variety of sources, review information and use research and analysis techniques to enable recommendations to be made.

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 those involved in collecting and analysing property and facility information.

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 Organise property information.	1.1 Property information requirements are identified in consultation with relevant people according to organisational requirements. 1.2 Sources of property information relevant to identified requirements are accessed according to organisational and legislative requirements. 1.3 Reliable methods of organising property information are used, making efficient use of business equipment and technology and available time and resources. 1.4 Appropriate interpersonal techniques are used to obtain additional property information according to organisational and legislative requirements.
2 Analyse property information.	2.1 Property information is analysed for validity and reliability according to organisational procedures. 2.2 Reliable and valid data analysis methods are applied to identify facts, issues, patterns, interrelationships and trends. 2.3 Assumptions used in analyses are clear, justified and consistent with evaluation objectives. 2.4 Conclusions are supported by evidence and contribute to achievement of client and organisational objectives. 2.5 Limitations in analysing property information are identified and specialist advice is sought as required.
3 Present findings.	3.1 Outcomes of analysis are presented in an appropriate format, style and structure using clear and concise language. 3.2 Analysis findings are reported and distributed to relevant people according to organisational requirements. 3.3 Feedback on suitability and sufficiency of findings is obtained and reviewed for improved future analysis processes. 3.4 All property information is securely maintained with due regard to client confidentiality according to 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:

- analytical skills to analyse and interpret information and apply basic statistical methods and techniques
- interpersonal skills to liaise with relevant people to obtain property information and relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities
- literacy skills to assess information for relevance and accuracy, to prepare and present information in a suitable format and to check for accuracy of information
- organisational skills to maintain records and databases, prioritise information requests and use organisational filing systems
- problem solving skills to deal with information that is contradictory, ambiguous, inconsistent or inadequate
- technology skills to prepare reports; use computers to access the internet and web pages; and organise and analyse data using software packages to prepare and complete online forms, lodge electronic documents and search online databases.

Required knowledge and understanding:

- client and organisational confidentiality policies
- internal and external sources of property information
- methods of analysis
- organisational policies and procedures
- principles of effective communication
- relevant federal and state or territory legislation and local government regulations related to:
 - anti-discrimination
 - consumer protection
 - environmental issues
 - equal employment opportunity (EEO)
 - financial probity
 - franchise and business structures
 - industrial relations
 - OHS
 - property sales, leasing and management
- security procedures and safe record keeping practices
- software applications used to organise and analyse data
- types of data collection and management systems.

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 collecting and analysing property and facility information. 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 gaps in information and obtaining feedback
- knowledge of organisation's practices, ethical standards and legislative requirements associated with collecting and analysing property and facility information
- obtaining information from a range of sources
- reviewing and preparing findings in a format suitable for presentation
- using appropriate data analysis techniques
- using appropriate software to sort and analyse data.

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.

- Property information*** may include information relating to:
- company services
 - construction costs
 - current and planned property or site developments
 - depreciation schedules
 - inventories
 - leasing rates
 - management policy and procedures
 - marketing services
 - occupancy rates
 - operating costs
 - purchasing information
 - sales information.
- Relevant people*** may include:
- clients
 - colleagues
 - legal representatives
 - members of industry associations
 - supervisors.
- Organisational requirements*** may be outlined and reflected in:
- access and equity principles and practice guidelines
 - business and performance plans
 - complaint and dispute resolution procedures
 - goals, objectives, plans, systems and processes
 - legal and ethical requirements and codes of practice
 - mission statements and strategic plans
 - 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.
- Sources of property information*** may include:
- internet, intranet and extranet
 - local, state and federal government documents and registers
 - newspapers and journals

Legislative requirements

may be outlined and reflected in:

- policy statements
- property reports
- qualitative and quantitative data
- television and radio.
- 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 law
- 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.

Business equipment and technology may include:

- computers
- data storage devices
- email
- facsimile machines
- internet, extranet and intranet
- photocopiers
- printers and scanners
- software applications, such as databases and word applications.

Interpersonal techniques may relate to:

- active listening
- consultation methods
- interpreting non-verbal and verbal messages
- questioning to clarify and confirm understanding
- seeking feedback
- using language and concepts appropriate to cultural differences.

Analysis:

- may be:
 - explorative, descriptive, causative or predictive
 - quantitative and qualitative

- may include:
 - basic statistical analysis
 - critical analysis
 - mathematical calculations
 - problem solving.
- Specialist advice*** may be sought from:
- architects
 - bankers and financiers
 - clients
 - colleagues
 - government officials
 - members of industry associations
 - planners
 - real estate agents
 - solicitors
 - supervisor
 - valuers.
- Appropriate format*** of information may include:
- alignment on page
 - columns
 - headers and footers
 - incorporating graphics and pictures
 - using a particular software application
 - using company logo or letterhead
 - using standardised forms
 - using tables and charts.
- Feedback*** may be obtained from:
- clients and colleagues
 - documentation and reports
 - quality assurance data
 - questionnaires
 - regular meetings.

Unit Sector(s)

Unit sector Property development, sales and management

Competency field

Competency field Property operations and development