



Australian Government

Department of Education, Employment and Workplace Relations

CPPDSM4058A Monitor service requirements in the property industry

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to build and maintain customer service relationships with tenants to respond effectively to service requests in the property industry. It requires the ability to analyse and prioritise tenant service needs to determine appropriate action.

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 building and maintaining customer service relationships with tenants in order to respond effectively to service requests in the property industry.

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 tenant requirements. | <ul style="list-style-type: none">1.1 Professional rapport is established with tenant contacts to encourage accurate and relevant exchange of information.1.2 Communication protocols and points of contact for tenancy liaison services are clearly communicated to tenants.1.3 Tenant service requests are handled in a professional manner and prioritised according to organisational and legislative requirements.1.4 Tenant service requests are documented detailing time, location and nature of service according to organisational requirements. |
| 2 Review service requests. | <ul style="list-style-type: none">2.1 Service requests and timeframes are confirmed with relevant people according to organisational requirements.2.2 Services are reviewed to ensure compliance with contract specifications and allocated budget according to organisational requirements.2.3 Situations are analysed to determine risk factors and referred to emergency services as required according to organisational risk management procedures.2.4 Service entries are checked and feedback is sought from relevant people regularly to monitor tenant satisfaction. |
| 3 Prepare progress reports. | <ul style="list-style-type: none">3.1 Draft progress report is prepared detailing tenancy liaison service requirements, costs and outcomes.3.2 Meetings held with tenants allow non-conformance and quality issues to be discussed in an open and participative environment.3.3 Records of tenant meetings, including suggestions for improvement to tenancy services and action plans, are incorporated into draft progress report.3.4 Draft report is distributed to relevant people and feedback sought regarding improvements to quality of tenancy liaison services.3.5 Identified non-conformances that may impact on resource allocations are highlighted in progress report and referred to relevant people for future action. |

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 interpret feedback and improve service, determine level of risk and identify and solve problems with property asset service requests
- communication skills to interpret and clarify tenant service requirements, and written and oral information; log service requests; and prepare property asset service reports
- computing skills to access the internet and web pages, prepare and complete online forms, lodge electronic documents and search online databases
- interpersonal skills to develop and maintain rapport with tenants and relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities
- self-evaluation skills to assess and improve own performance
- technology skills to use different forms of information and communication technologies.

Required knowledge and understanding:

- contract law
- fundamentals of customer service
- individual and collective tenancy service arrangements
- industry practices and benchmarks with regard to service provision
- lease rights and responsibilities
- organisational and professional procedures, ethical practices and business standards
- 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
 - privacy
 - property sales, leasing and management
- risk management associated with tenancy
- standard operating procedures.

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 building and maintaining customer service relationships with tenants to respond effectively to service requests. 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:

- consulting with tenants to determine service requirements
- knowledge of organisation's practices, ethical standards and legislative requirements associated with building and maintaining customer service relationships with tenants
- logging and reporting service requests
- obtaining feedback on customer service from tenants, colleagues and supervisors
- responding to service requests promptly and determining appropriate action.

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.

Tenant may include the following users:

- commercial
- hospitality
- industrial
- residential
- retail
- single
- multiple, with a known contact point in the premises.

Service requests may:

- vary from those outside the terms of the service contract
- require authorisation to proceed to those which are within the service contract and level of authority designated to liaison personnel.

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.

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 law
- environmental and zoning laws affecting access security, access and property use
- general duty of care to clients
- home building requirements
- local regulations and by-laws
- 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
- relevant privacy laws
- strata, community and company titles
- tenancy agreements
- trade practices laws and guidelines.

Relevant people may include:

- agents
- clients
- colleagues
- engineers and technicians
- government personnel
- legal representatives
- members of industry associations
- property owners
- subcontractors
- supervisors
- technical experts
- tenants.

Feedback may be sought from:

- tenants
- supervisors and colleagues
- formal and informal performance appraisals
- tenant meetings
- workplace assessment.

Unit Sector(s)

Unit sector Property development, sales and management

Competency field

Competency field Property operations and development