



Australian Government

Department of Education, Employment and Workplace Relations

CPPDSM4059A Monitor space use in the property industry

Release: 1

CPPDSM4059A Monitor space use in the property industry

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to monitor the ongoing use of space in the property industry. It requires the ability to determine space requirements, analyse compliance with lease agreements and make recommendations on space optimisation and efficiency.

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 monitoring the ongoing use of space 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 <i>bold italicised</i> 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 space use requirements.

- 1.1 **Space** use requirements are agreed in consultation with **relevant people** according to **organisational requirements**.
- 1.2 **Client** needs are assessed and clarified using appropriate **interpersonal techniques**.
- 1.3 Lease terms and conditions are determined from **relevant documentation** and compared with client needs and appropriate market evidence.
- 1.4 Situations requiring **specialist advice** are identified and assistance is sought as required according to organisational requirements.

2 Review space use.

- 2.1 Space use is regularly monitored to ensure compliance with contractual obligations regarding lease and relevant organisational and **legislative requirements**.
- 2.2 **Variations** to space use requirements are identified and addressed according to organisational policies and procedures.
- 2.3 Actual space use is calculated and benchmarked against **spatial guidelines** to establish degree of space optimisation.
- 2.4 Monitoring process, including regular reviews with users, is reliable and makes efficient use of time and resources according to organisational requirements.

3 Record and report results.

- 3.1 Recommendations are organised in a format suitable for analysis and dissemination to relevant people according to client and organisational requirements.
- 3.2 Identified non-conformances are highlighted in report and referred for future action according to organisational requirements.
- 3.3 Space use assessment is supported by verifiable evidence and is consistent with relevant legislative and organisational requirements.
- 3.4 **Business equipment and technology** are used to maintain relevant documentation according to applicable OHS, legislative and organisational requirements.
- 3.5 Report is distributed to relevant people according to client 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:

- communication skills to clarify ideas and perspectives, and negotiate client and tenant requirements
- computing skills to access the internet and web pages, prepare and complete online forms, lodge electronic documents and search online databases
- analytical skills to interpret property plans, analyse space use, and research space application and usage and benchmark for optimisation
- interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities
- literacy skills to interpret written and oral information, and complete documentation and report findings
- technical skills to use property-use software and prepare and complete reports.

Required knowledge and understanding:

- administration of property usage plans
- contract law with regard to property use
- industry practice and benchmarks
- 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 property use.

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 monitoring the ongoing use of space. 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:

- determining requirements for space use through an accurate assessment of client needs and identification of lease terms and conditions
- knowledge of organisation's practices, ethical standards and legislative requirements associated with monitoring the ongoing use of space
- monitoring space use against contractual obligations, including conducting regular user reviews and addressing variations in compliance or space usage
- recording and reporting an assessment of the efficient use of space and securely maintaining all relevant documentation.

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.

Space may include:

- buildings
- car parking
- facilities
- land
- lettable areas
- properties.

Relevant people may include:

- agents
- clients
- government personnel
- legal representatives
- members of industry associations
- property owners
- site personnel
- supervisors and colleagues
- tenants.

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.

Clients may include:

- bankers
- company management
- fund managers
- fund providers
- government and legal instruments or agencies
- institutions

- internal and external property groups
 - owner-occupiers
 - private investors
 - property agents
 - property owners
 - tenants.
- Interpersonal techniques*** may include:
- active listening
 - clear presentation 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.
- Relevant documentation*** may include:
- building codes
 - contracts
 - lease agreements
 - licences
 - maps
 - permits
 - plans
 - spatial guidelines
 - specifications.
- Specialist advice*** may be sought from:
- architects
 - bankers and financiers
 - builders
 - business consultants
 - government officials
 - investment consultants
 - members of industry associations
 - planners
 - real estate agents
 - solicitors
 - subcontractors
 - technical experts
 - valuers.
- 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
- privacy laws applying to owners, contractors and tenants
- 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.

Variations may relate to:

- changes to agreed terms for use of space
- changes to fittings and fixtures
- work outside or producing results outside the terms and conditions of contract.

Spatial guidelines may include:

- building codes
- building services corporation policy
- fit-out guidelines
- industry practices
- industry trends.

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