



Australian Government

Department of Education, Employment and Workplace Relations

CPPDSM4062A Occupy space

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to plan, monitor and complete the occupation of space. It requires the ability to monitor the fit-out and occupancy process, schedule various operations to meet client needs, and review work performed.

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 planning, monitoring and completing the occupation of space.

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 occupancy requirements.

- 1.1 **Space** occupancy requirements are determined in consultation with **relevant people** according to **organisational requirements**.
- 1.2 Occupancy process, objectives and time lines are negotiated and agreed in consultation with relevant people.
- 1.3 **Relevant documentation** and **legislative requirements** are gathered and reviewed to identify critical requirements of occupancy process.
- 1.4 Action plan is developed which details suitable activities that reflect **client** needs.
- 1.5 Special requirements of clients are identified and plans adjusted as required according to organisational procedures.

2 Monitor occupation process.

- 2.1 Occupation process is monitored to ensure it meets requirements of **tenancy guidelines** and relevant legislative and organisational requirements.
- 2.2 Reliable monitoring processes are used that include regular reviews with **users** and make efficient use of time and **resources** according to organisational requirements.
- 2.3 Appropriate **interpersonal techniques** are used to facilitate accurate and relevant exchange of information.
- 2.4 Problems and delays are communicated to relevant people and contingency plans implemented within an appropriate timeframe.
- 2.5 Situations requiring **specialist advice** are identified and assistance is sought as required according to organisational requirements.

3 Review and record results of process.

- 3.1 Relevant documentation including certificates of occupancy is prepared and executed to confirm contractual or regulatory requirements as appropriate.
- 3.2 **Feedback** is used to confirm quality of performance and identify areas for improvement.
- 3.3 **Business equipment and technology** are used to access, record and organise information according to relevant OHS requirements.
- 3.4 Information is securely maintained with due regard to client confidentiality, and 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:

- communication skills to negotiate client requirements and communicate problems and delays
- computing skills to access the internet and web pages, prepare and complete online forms, lodge electronic documents and search online databases
- 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, complete documentation and report findings
- organisational skills to plan and arrange activities to occupy a space, and schedule and meet time lines for fit-out and occupation
- technical skills to use planning and scheduling software and to complete reports.

Required knowledge and understanding:

- basic knowledge of property contracts and administrative requirements
- building codes and practices relating to fit-out
- building construction practices
- building control legislation, codes and relevant Australian standards
- industry practices and benchmarks for contracts and fit-out
- limitations of work role, responsibility and professional abilities
- OHS issues and requirements
- organisational and professional procedures, ethical practices and business standards
- planning and scheduling techniques and software
- 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

REQUIRED SKILLS AND KNOWLEDGE

- privacy
- property sales, leasing and management.

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 planning, monitoring and completing the occupation 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:

- completing a space occupation under normal industry operating conditions in compliance with relevant industry and legal requirements
- implementing, monitoring and completing a fit-out process within designated timeframes
- knowledge of organisation's practices, ethical standards and legislative requirements associated with planning, monitoring and completing the occupation of space
- reviewing and reporting a space occupation, including analysing feedback and suggesting improvements to future processes.

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:

- architects
- builders
- clients
- colleagues and supervisors
- legal representatives
- members of industry associations
- principals
- service providers
- users.

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.

Relevant documentation may include:

- agreements
- building codes
- certificates of occupancy
- contracts
- leases
- licences

Legislative requirements

may be outlined and reflected in:

- permits
- plans
- specifications.
- Australian standards, and quality assurance and certification requirements
- award and enterprise agreements
- 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
- 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.

Clients may include:

- 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
- users.

Tenancy guidelines may cover:

- access and egress
- building codes
- material types and use
- permitted use
- presentation
- style of fit-out
- types of finish.

Users may include:

- bankers
- clients
- company boards
- fund managers
- fund providers
- institutions
- internal and external property groups
- owner-occupiers
- private investors
- tenants.

Resources may include:

- materials
- personnel
- tools and equipment
- training
- transport.

Interpersonal techniques may relate to:

- active listening
- clear presentation of options
- 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 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.

Feedback may be sought from:

- clients and their legal representatives
- supervisors and colleagues
- formal and informal performance appraisals
- workplace assessment.

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