



Australian Government

Department of Education, Employment and Workplace Relations

CPPDSM4063A Participate in developing and establishing property or facilities contracts

Release: 1

CPPDSM4063A Participate in developing and establishing property or facilities contracts

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to participate in the development of contracts for property or facility management and maintenance operations. It requires the ability to determine accurately and comply with contract specifications and guidelines, and to prepare and finalise contract documentation. 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 the development and establishment of contracts for property or facility management and maintenance operations.

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 contract requirements.	1.1 Contract requirements are reviewed and agreed according to client, organisational and legislative requirements. 1.2 Consultative processes are used to negotiate and confirm contract specifications with relevant people. 1.3 Information is sourced and assessed for currency, accuracy and relevance according to organisational requirements. 1.4 Reliable methods for gathering information are used according to organisational requirements, making efficient use of time and resources. 1.5 Personal limitations in assessing contract requirements are identified and assistance is sought as required from relevant people.
2 Prepare contract.	2.1 Contract is prepared according to contract specifications and in consultation with relevant people using appropriate communication techniques. 2.2 Business equipment and technology are used to prepare contract in the required format, style and structure according to applicable OHS requirements. 2.3 Advice is sought to confirm that contract captures and addresses identified risks and protection of contracted parties, and provides basis for due performance. 2.4 Contract is distributed to relevant people to check accuracy of information and that contract specifications and requirements are clearly addressed. 2.5 Situations requiring specialist advice are identified and assistance is sought as required according to organisational requirements.
3 Finalise contract.	3.1 Feedback on suitability of contract is sought from relevant people and recommended improvements are incorporated into contract where appropriate. 3.2 Gaps or deficiencies are identified and appropriate actions implemented according to client, organisational and legislative requirements. 3.3 Contract is finalised within agreed timeframes and according to client, organisational and legislative requirements. 3.4 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 evaluate sufficiency of contract and interpret contract requirements
- communication skills to discuss and confirm contract specifications, obtain feedback and interpret written and oral information
- 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
- organisational skills to organise work schedules and time lines
- technical skills to prepare contract documentation.

Required knowledge and understanding:

- contract layout, format and presentation methods
- contract law with regard to property use
- limitations of work role, responsibility and professional abilities
- relevant federal and state or territory legislation and local government regulations related to:
 - anti-discrimination
 - consumer protection
 - contracts
 - environmental issues
 - equal employment opportunity (EEO)
 - financial probity
 - franchise and business structures
 - industrial relations
 - OHS
 - 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 participating in the development of contracts for property or facility management and maintenance operations. 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:

- finalising contract within agreed timeframes using obtained feedback to rectify gaps or deficiencies
- knowledge of organisation's practices, ethical standards and legislative requirements associated with developing contracts for property or facility management and maintenance operations
- seeking advice as required to confirm contract specifications have been addressed
- using business equipment and technology to prepare contract documentation
- using consultative processes to review and confirm contract requirements and specifications.

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.

Clients may include:

- building supervisors
- company management
- fund managers
- government and legal instruments or agencies
- institutions
- internal and external property groups
- owner-occupiers
- private investors
- project managers
- property agents
- property owners
- 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.

Legislative requirements may be outlined and reflected:

- 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.

Consultative processes may include:

- face-to-face meetings
- telephone, facsimile and written communication.

Relevant people may include:

- clients
- colleagues
- government agencies
- industry regulators and associations
- legal representatives
- parties to contract
- supervisors.

Information may relate to:

- agreements
- building codes
- company services
- contracts
- depreciation schedules
- licences
- operating costs
- permits and plans
- specifications.

Resources may include:

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

Communication 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.

Business equipment and technology may include:

- computers
- data storage devices
- email
- facsimile machines
- internet, extranet and intranet
- photocopiers
- printers and scanners

- Risks** may relate to:
- software applications, such as databases and word applications.
 - changes to regulations and legislation
 - client and staff satisfaction
 - competition
 - emergencies and disasters
 - failure of a contracted party to comply with contract terms and conditions
 - fire and security
 - health and safety
 - loopholes in contracts
 - market influences
 - physical, financial or human resources
 - project control and cash flow
 - suppliers and contractors
 - time constraints.
- Specialist advice** may be sought from:
- government officials
 - members of industry associations
 - solicitors and legal representatives
 - supervisors and colleagues
 - technical experts.
- Feedback** may be sought from:
- clients and their legal representatives
 - supervisors and colleagues
 - formal and informal performance appraisals
 - workplace assessment.

Unit Sector(s)

Unit sector Property development, sales and management

Competency field

Competency field Property operations and development