



Australian Government

Department of Education, Employment and Workplace Relations

CPPDSM5027A Provide facilities and amenities for property users

Release: 1

CPPDSM5027A Provide facilities and amenities for property users

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to provide facilities and amenities and associated services for property users. It requires the ability to establish the need for facilities and amenities and coordinate the planning, implementation and review of services.

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 providing facilities and amenities and associated services for property users.

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 requirements of facilities and amenities.	1.1 Requirements of facilities and amenities are identified in consultation with relevant people and using appropriate research and survey techniques. 1.2 Client needs are accurately assessed and clarified using appropriate consultative processes according to organisational requirements. 1.3 Relevant documentation and legislative requirements are reviewed to ensure facilities and amenities comply with requirements. 1.4 Situations requiring specialist advice are identified and assistance is sought as required according to organisational requirements.
2 Plan for provision of service.	2.1 Provision of facilities and amenities is planned according to client and organisational requirements. 2.2 Project strategies, objectives and time lines are negotiated and agreed in consultation with client and other relevant people. 2.3 Monitoring and reporting arrangements for project activities are established and documented in line with client requirements. 2.4 Financial, physical and human resource requirements are identified and arranged according to project plan and organisational procedures. 2.5 Risk management plan to identify, assess and control risks is prepared and incorporated into project plan according to legislative and organisational requirements. 2.6 Relevant approvals are obtained within the designated timeframe according to legislative and organisational requirements.
3 Coordinate implementation of facilities and amenities.	3.1 Facilities and amenities are implemented according to agreed project plan, approvals and organisational requirements. 3.2 Equipment and services are provided according to manufacturer, supplier and legislative requirements. 3.3 Contingency arrangements for implementation of facilities and amenities are identified and activities planned to maximise quality outcomes. 3.4 Expenditure and resource usage are monitored and controlled to ensure objectives are achieved within specified budgetary parameters. 3.5 Regular reports on progress and outcomes are provided

ELEMENT	PERFORMANCE CRITERIA
	to relevant people according to project plan.
4 Review effectiveness of facilities and amenities.	4.1 Systematic review processes and established <i>evaluation methods</i> are used to evaluate the effectiveness of facilities and amenities. 4.2 <i>Feedback</i> from <i>users</i> is used according to organisational procedures to confirm quality of facilities and amenities and identify areas for future improvement. 4.3 Identified non-conformances and non-compliances are documented and referred for action according to organisational requirements. 4.4 Evaluation results and recommendations for improvements to processes are prepared in required format, style and structure and presented to relevant people within agreed timeframes. 4.5 <i>Business equipment and technology</i> are used to maintain relevant documentation 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 interpret documentation, assess risk, estimate costings and budget needs, and provide cost analysis for services provision
- communication skills to negotiate and consult with relevant people
- 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
- organisational skills to schedule and meet time lines and client requirements and to plan, complete and review project processes
- research and evaluation skills to source information and resource requirements for facilities and amenities, use survey techniques, and review and evaluate processes
- technical skills to schedule tasks, report outcomes and design monitoring systems and processes.

REQUIRED SKILLS AND KNOWLEDGE

Required knowledge and understanding:

- building codes and relevant Australian standards
- building control legislation
- industry benchmarks on performance levels
- limitations of work role, responsibility and professional abilities
- OHS issues and requirements
- organisational and professional procedures, ethical practices and business standards
- planning methods and techniques
- relevant federal and state or territory legislation and local government regulations related to:
 - consumer protection
 - environmental issues
 - equal employment opportunity (EEO)
 - financial probity
 - franchise and business structures
 - industrial relations
 - OHS
 - privacy
 - property sales, leasing and management
- types of facilities and amenities within the property industry.

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 providing facilities and amenities and associated services for property users. 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:

- coordinating the implementation of facilities and amenities, ensuring equipment and services meet manufacturer and supplier specifications, and expenditure and resource use are monitored against budgets
- evaluating effectiveness of facilities and amenities and feedback from users, and making recommendations for improvements to processes
- identifying requirements of facilities and amenities through consultation with clients and others and by reviewing documentation
- knowledge of organisation's practices, ethical standards and legislative requirements associated with providing facilities, amenities and associated services for property users
- planning the provision of facilities and amenities, incorporating strategies for monitoring and reporting, risk management, resource needs and gaining necessary approvals.

Context of and specific resources for assessment

Resource implications for assessment include:

- a registered provider of assessment services
- assessment materials and tools
- candidate special requirements
- competency standards
- cost and time considerations
- suitable assessment venue and equipment
- workplace documentation.

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 activity and must include evidence relating to each of the 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.

Facilities and amenities
may relate to:

- business support
- car parking
- child care
- meeting places
- minding services
- recreation
- security facilities.

Relevant people may
include:

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

Clients may include:

- building supervisors
- company management
- fund providers
- government and legal instruments or agencies
- institutions
- insurers
- internal and external property groups
- legal advisers
- private investors
- project managers
- property agents
- property owners
- risk assessors.

Consultative processes
may include:

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

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
- permits
- plans
- 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.

Resources may include:

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

Contingencies may relate to:

- budget constraints
- building delays
- competing work demands of contractor
- environmental factors, such as time and weather

- industrial disputes
 - non-availability of resources and materials
 - public holidays and shut-down periods
 - equipment and technology breakdown
 - unforeseen incidents
 - workplace hazards, risks and controls.
- Evaluation methods** could be qualitative or quantitative and may include:
- checklists
 - cost data analysis
 - expert and peer review
 - interviews
 - observation
 - questionnaires
 - review of quality assurance data.
- Feedback** may be sought from:
- clients and their legal representatives
 - management and colleagues
 - formal and informal performance appraisals
 - workplace assessment.
- Users** may include:
- agents
 - clients
 - customers
 - general public
 - managers
 - owners
 - tenants.
- Business equipment and technology** may include:
- data storage devices
 - email
 - facsimile machines
 - internet, extranet and intranet
 - photocopiers
 - printers
 - scanners
 - software applications, such as databases and word applications
 - work computers.

Unit Sector(s)

Unit sector Property development, sales and management

Competency field

Competency field Property operations and development