

Certificate IV in Property Services (Real Estate)

CPP40307

Unit Descriptions & Evidence
Required to Demonstrate
Competency



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Course Description

Not applicable.

Pathways Information

Not applicable.

Entry Requirements

There are no entry requirements for this qualification.

What you must do to complete the course

To be awarded CPP40307 Certificate IV in Property Services (Real Estate), competency must be achieved in 24 units as noted on the contents page.

CPPDSM4007A (Core) Identify legal and ethical requirements of property management to complete agency work

Unit Descriptor

This unit of competency specifies the outcomes required to meet the core legal and ethical requirements associated with property management. This includes awareness of the legislation dealing with the leasing and management of property, the role and responsibility of agency personnel in property management, the recording of property management transactions and the completion of property management documentation.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities

Application of the Unit

This unit of competency supports the work of licensed real estate agents and real estate representatives. It addresses the requirements for licensed real estate agents and real estate representatives to be able to identify and explain relevant legislation, roles, responsibilities and documentation.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

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.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- ability to communicate effectively and accurately with clients
- accurately completing statutory and agency residential tenancy documentation, including authority, leasing and termination documents
- knowledge of ethical and conduct standards and key principles of consumer protection, equal employment opportunity and privacy in relation to the leasing and management of property
- knowledge of the process of leasing and managing property
- knowledge of legislation and the regulatory framework relevant to the leasing and management of property
- knowledge of the role, rights and responsibilities of the agent and tenant using and maintaining a key register.

CPPDSM4008A (Core) Identify legal and ethical requirements of property sales to complete agency work

Unit Descriptor

This unit of competency specifies the outcomes required to meet the core legal and ethical requirements associated with property sales. This includes awareness of the legislation relating to property sales, the role and responsibility of agency personnel in property sales, the administration of sales transactions and the completion of sales documentation.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities

Application of the Unit

This unit of competency supports the work of licensed real estate agents and real estate representatives involved in property sales. It addresses the requirements for licensed real estate agents and real estate representatives to be able to identify and explain relevant legislation, roles, responsibility and documentation.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

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.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- ability to communicate effectively and accurately with clients
- application and knowledge of ethical and conduct standards and key principles of consumer protection and privacy in relation to the sale of property
- application and knowledge of the sales process, including ways of obtaining listings, methods of selling property, strategies for marketing property, and the process for settling the sale of property
- application and knowledge of accurately completing statutory and agency sales documentation, including authorities and contracts
- application and knowledge of the legislation and regulatory framework relevant to the sale of property
- application and knowledge of the role and responsibilities of the agent in the sale of property, including the legislative restrictions on agents purchasing property and the controls and sanctions associated with secret commissions.

CPPDSM4009B (Core) Interpret legislation to complete agency work

Unit Descriptor

This unit of competency specifies the outcomes required to source and interpret legislation affecting real estate operations. It includes identifying and applying statutory interpretation techniques, identifying and tracking changes to relevant real estate legislation and industry codes of conduct and maintaining appropriate records.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities.

Application of the Unit

This unit of competency supports the work of licensed real estate agents and authorised representatives and the requirements for them to identify, interpret and apply legislation and industry codes of conduct affecting real estate operations.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

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.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- applying rules and techniques to interpret appropriately legislative provisions affecting real estate operations
- applying techniques to track amendments to legislation in a timely manner
- applying strategies to communicating legislative requirements and amendments to appropriate people in the agency in a timely manner
- identifying changes to legislation and industry codes of conduct affecting agency operations
- knowledge of general principles of legislation, regulations and industry codes of conduct affecting real estate operations
- maintaining appropriate and up-to-date records of legislation and industry codes of conduct.

CPPDSM4015B (Core) Minimise agency and consumer risk

Unit Descriptor

This unit of competency specifies the outcomes required to minimise risk to all aspects of agency business and to consumers. It includes identifying potential risks to the agency and its clients, analysing the causes and potential impact of risks, and implementing agency policies and procedures to minimise risks to the agency and consumers.

The unit may form part of the licensing requirements for persons engaged in property development and management activities, including those working 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

This unit of competency supports the work of those involved in identifying, minimising and responding to all aspects of agency business, including minimising consumer risk.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

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.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- analysing the causes and potential impact of risks on agency, clients and other stakeholders
- establishing ongoing monitoring and reporting systems to minimise risks to agency, clients and other stakeholders
- identifying and implementing agency policies and procedures for minimising and treating risks
- identifying actual and potential risks to agency, clients and other stakeholders
- identifying, minimising and responding to consumer risks associated with agency operations.

CPPDSM4080A (Core) Work in the real estate industry

Unit Descriptor

This unit of competency specifies the outcomes required to enable a new entrant to the industry to gain a basic understanding of the industry and work ethically and effectively in a real estate agency. This includes awareness of ethical and conduct standards, core functions of real estate agency operations, legislative and regulatory framework within which the industry operates and industry employment requirements.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities.

Application of the Unit

This unit of competency supports the work of licensed real estate agents and real estate representatives

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

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.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- application and knowledge of the ethical and conduct standards relevant to licensed real estate agents, real estate representatives and support staff
- application and knowledge of the key operations of estate agencies and the roles and responsibilities of agency personnel
- knowledge of legislation and the regulatory framework relevant to real estate agency, including the roles and functions of government regulatory agencies and industry bodies
- application and knowledge of the key principles of consumer protection and privacy legislation
- knowledge of the agency principal relationship
- application and knowledge of employment requirements for estate agents, including the rights and responsibilities of employers and employees
- application and knowledge of the licensing and eligibility requirements for estate agents and other employees, and penalties associated with related offences.

CPPDSM4005A (Elective) Establish and build client agency relationships

Unit Descriptor

This unit of competency specifies the outcomes required to establish, maintain and expand client-agency relationships to support the attainment of key agency business goals. It includes communicating effectively with clients, implementing the agency's approach to client service and client-agency relationship management strategies, implementing personal marketing strategies and building ongoing relationships with clients.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities

Application of the Unit

This unit of competency supports the work of licensed real estate agents and real estate representatives involved in establishing, maintaining and expanding client-agency relationships to support the attainment of key agency business goals.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

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.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- building ongoing relationships with clients
- communicating effectively with clients
- implementing agency approach to client service
- implementing client-agency relationship management strategies
- implementing personal marketing strategies
- knowledge of agency practice, ethical standards and legislative requirements relating to maintaining and building client-agency relationships
- knowledge of customer loyalty strategies.

CPPDSM4056A (Elective) Manage conflict and disputes in the property industry

Unit Descriptor

This unit of competency specifies the outcomes required to use communication techniques to manage and resolve conflict and disputes in the property industry. It requires the ability to assess conflict or dispute situations, accurately receive and relay information, adapt interpersonal styles and techniques to varying social and cultural environments, and evaluate responses.

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

This unit of competency supports the work of those involved in using communication techniques to manage and resolve conflict and disputes in the property industry.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

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.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- evaluating resolution process and accurately recording and reporting facts and outcomes
- knowledge of organisation's practices, ethical standards and legislative requirements associated with managing and resolving conflict and disputes
- negotiating conflict or dispute situations to an effective resolution where possible
- using communication techniques to accurately identify causes and incidences of conflict or dispute.

BSBLED401A (Elective) Develop teams and individuals

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to determine individual and team development needs and to facilitate the development of the workgroup.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

This unit applies to individuals with a broad knowledge of learning and development who apply their skills in addressing development needs to meet team objectives. They may have responsibility to provide guidance or to delegate aspects of tasks to others.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- identifying and implementing learning opportunities for others
- giving and receiving feedback from team members to encourage participation in and effectiveness of team
- creating learning plans to match skill needs
- knowledge of relevant legislation.

CPPDSM4003A (Elective) Appraise property

Unit Descriptor

This unit of competency specifies the outcomes required to appraise the sale price range or rental value of all forms of property for listing purposes in line with client instructions, agency practice and legislative requirements. It includes researching the property, selecting appropriate methods to appraise the sale price range or rental value of property and preparing reports on the property appraisal. It does not address the formal valuation of property.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities

Application of the Unit

This unit of competency supports the work of licensed real estate agents and real estate representatives involved in appraising the sale price range or rental value of all forms of property for listing purposes.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

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.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- appraising the sale price range or rental value of property for listing purposes
- gathering and researching information on property for use in conducting appraisals
- identifying the limitations of property appraisals and sourcing specialist advice as required in line with agency practice
- knowledge of agency practice, ethical standards and legislative requirements associated with appraising the sale price range or rental value of property for listing purposes
- knowledge of different property appraisal methods
- maintaining agency property records with due regard to client confidentiality in line with agency practice and legislative requirements
- presenting information on sale price range or rental value of property to clients within specified time, budget and quality constraints and in line with client requirements and agency practice
- using appropriate methods for appraising the sale price range or rental value of property.

CPPDSM4018A (Elective) Prepare and present property reports

Unit Descriptor

This unit of competency specifies the outcomes required to recognise and analyse property styles and faults in order to assist clients to understand the condition of property prior to listing, leasing or refurbishment. This includes identifying different architectural and construction styles and their impact on the market value of property, using common building construction terms to describe key features of properties, explaining the impact of common building defects on marketing properties for sale or rent, conducting property inspections, presenting reports on the physical condition of properties, identifying costs and potential benefits of property improvements, and acting on subsequent client instructions. This is not expected to replace technical and expert advice nor represent financial advice.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities

Application of the Unit

This unit of competency supports the work of licensed real estate agents and real estate representatives involved in preparing and presenting property reports.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

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.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- identifying different architectural and construction styles
- identifying impact of different architectural and construction styles on market value of property
- identifying and communicating to clients the costs and benefits of property improvements
- using common building construction terms to describe key features of buildings
- explaining impact of common building defects on the marketing of properties for sale or rent
- conducting property inspections
- preparing and presenting property condition reports to clients
- acting on client instructions in relation to the findings and recommendations identified in property reports.

CPPDSM4012A (Elective) List property for sale

Unit Descriptor

This unit of competency specifies the outcomes required to list all types of property and businesses for sale. It includes prospecting for listings, establishing client requirements, planning and delivering property listing presentations, finalising listings for the sale of property, and recording and acting on client instructions. This unit does not address listings for property management or the actual marketing or sale of the property under an agency contract.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities.

Application of the Unit

This unit of competency supports the work of licensed real estate agents and real estate representatives involved in the listing of all types of property and businesses for sale.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

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.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- completing standard and statutory documentation associated with listing properties for sale
- finalising and negotiating the listing of properties with clients
- knowledge and application of determining client requirements with regard to the listing of properties
- knowledge of agency practice, ethical standards and legislative requirements affecting the listing of properties for sale
- knowledge of consumer protection principles that impact on the listing of properties for sale
- maintaining business records associated with the listing of properties for sale
- maintaining communications with clients throughout the listing process
- planning and delivering effective listing presentations.

CPPDSM4013A (Elective) Market property for lease

Unit Descriptor

This unit of competency specifies the outcomes required to market all types of property and businesses for lease. It includes planning, developing a marketing plan, preparing marketing materials, implementing marketing activities, and reviewing and reporting on marketing plans and activities.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities.

Application of the Unit

This unit of competency supports the work of licensed real estate agents and real estate representatives involved in marketing all types of properties and businesses for lease.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

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.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- implementing marketing activities for the lease of all types of property in line with agency practice, ethical standards and legislative requirements
- knowledge of agency practice, ethical standards and legislative requirements associated with marketing all types of property for lease
- planning and developing marketing plans for the lease of all types of property in line with agency practice, ethical standards and legislative requirements
- preparing marketing materials for the lease of all types of property in line with agency practice, ethical standards and legislative requirements
- reviewing and reporting on marketing activities associated with the lease of all types of businesses.

CPPDSM4014A (Elective) Market property for sale

Unit Descriptor

This unit of competency specifies the outcomes required to market all types of property and businesses for sale. It includes planning, developing a marketing plan, preparing marketing materials, implementing marketing activities, and reviewing and reporting on marketing plans and activities.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities

Application of the Unit

This unit of competency supports the work of licensed real estate agents and real estate representatives involved in marketing all types of properties and businesses for sale.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

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.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- implementing marketing activities for the sale of all types of property in line with agency practice, ethical standards and legislative requirements
- knowledge of agency practice, ethical standards and legislative requirements associated with marketing all types of property for sale
- planning and developing marketing plans for the sale of all types of property in line with agency practice, ethical standards and legislative requirements
- preparing marketing materials for the sale of all types of property in line with agency practice, ethical standards and legislative requirements
- reviewing and reporting on marketing activities associated with the sale of all types of businesses and property.

CPPDSM4019A (Elective) Prepare for auction and complete sale

Unit Descriptor

This unit of competency specifies the outcomes required to prepare for an auction and complete the sale of property. It includes implementing the auction marketing plan, preparing auction documentation, confirming the reserve price with the seller, planning and implementing auction day procedures, and completing follow-up procedures after auction sale. The outcomes required to conduct an auction are addressed in CPPDSM4004A Conduct auction.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities

Application of the Unit

This unit of competency supports the work of licensed real estate agents, real estate representatives and support staff engaged in preparing for auctions.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

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.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- knowledge of auction marketing procedures
- knowledge of ethical standards, legislative and regulatory requirements and agency practices associated with preparation for an auction
- planning and implementing an auction marketing plan in line with agency practice and legislative requirements
- planning and implementing auction day procedures in line with agency practice and legislative requirements
- preparing auction documentation consistent with seller instructions, marketing plan used to manage the auction program, agency practice and legislative requirements
- taking instructions on reserve price from seller in line with agency practice and legislative requirements.

CPPDSM4004A (Elective) Conduct auction

Unit Descriptor

This unit of competency specifies the outcomes required to conduct an auction. It includes conducting the auction in line with agency practice, ethical standards and legislative requirements. The outcomes required to prepare for the auction and complete follow-up procedures after the auction sale are addressed in CPPDSM4019A Prepare for auction and complete sale.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities.

Application of the Unit

This unit of competency supports the work of licensed real estate agents, real estate representatives and auctioneers engaged in conducting auctions. It addresses the work associated with conducting the auction and completing the auction sale in line with agency practice and legislative requirements.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

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.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- conducting auctions in line with agency practice, ethical standards and legislative requirements
- knowledge of ethical standards, legislative and regulatory requirements and agency practices associated with the conduct of auctions
- knowledge of the auction process
- using effective communication and presentation techniques in conducting auctions.

CPPDSM4017A (Elective) Negotiate effectively in property transactions

Unit Descriptor

This unit of competency specifies the outcomes required to manage effective negotiations in relation to the sale, lease or management of property. It includes establishing the needs and expectations of relevant parties, negotiating to achieve desired outcomes and managing potential and real disputes between parties.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities.

Application of the Unit

This unit of competency supports the work of licensed real estate agents and real estate representatives involved in managing negotiations relating to property transactions.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

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.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- effectively managing negotiations with all parties to property transactions in line with agency practice and legislative requirements that result in mutually acceptable agreements for the negotiating parties
- knowledge of agency practice, ethical standards and legislative requirements relating to negotiations and conflict resolution with different parties
- knowledge of negotiation and conflict resolution techniques relevant to dealing with parties in property transactions
- managing potential and real disputes between all parties in property transactions
- using effective negotiation techniques to persuade and reach agreement between the parties
- using effective techniques for dealing with conflict and breaking deadlocks in negotiations with the parties.

CPPDSM4022A (Elective) Sell and finalise the sale of property by private treaty

Unit Descriptor

This unit of competency specifies the outcomes required to sell and finalise the sale of all types of property by private treaty. It includes qualifying buyers, arranging for potential buyers to inspect listed properties, delivering effective sales presentations, submitting offers and negotiating property sale with sellers and buyers and maintaining communications with sellers and prospective buyers. It also includes monitoring the process between exchange of contracts and settlement for all types of property and businesses and preparing documentation for agency disbursements. The unit does not include the sale of property by auction.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities.

Application of the Unit

This unit of competency supports the work of licensed real estate agents and real estate representatives involved in selling and finalising the sale of all types of property by private treaty.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

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.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- arranging and conducting property inspections for potential buyers
- completing standard and statutory documentation associated with the sale of property
- knowledge and application of approaches for qualifying buyers
- knowledge of agency practice, ethical standards and legislative requirements affecting the sale of property and requirements associated with the transfer of ownership required for the legal sale of all types of property and businesses
- knowledge of consumer protection principles that impact on the sale of property
- maintaining business records associated with the sale of property
- maintaining communications with sellers and buyers throughout the sale process

- negotiating the sale of property with sellers and buyers
- planning and delivering effective sales presentations to facilitate the sale of property
- knowledge of agency practice and legislative requirements associated with agency disbursements
- managing contracts for sale of property to settlement
- monitoring the lodgement of documents for the correct transfer of ownership required for a legal sale of all types of property and businesses
- preparing documentation for agency disbursements.

CPPDSM4010A (Elective) Lease property

Unit Descriptor

This unit of competency specifies the outcomes required to administer the leasing of all types of property. It includes screening tenant enquiries, conducting inspections, obtaining and reviewing tenancy applications, completing tenancy agreements or lease documentation, placing tenants in property and recording tenancy arrangements.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities

Application of the Unit

This unit of competency supports the work of licensed real estate agents and real estate representatives involved in administering the leasing of all types of property

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

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.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- completing tenancy agreement or lease documentation in line with agency practice, ethical standards and legislative requirements
- conducting inspections for prospective tenants in line with agency practice, ethical standards and legislative requirements
- knowledge of agency practice, ethical standards and legislative requirements associated with leasing different forms of property
- knowledge of consumer protection principles and the rights and obligations of licensed real estate agents and real estate representatives in regard to the leasing of property
- obtaining and reviewing tenancy applications in line with agency practice, ethical standards and legislative requirements
- placing tenants in property in line with agency practice, ethical standards and legislative requirements
- recording tenancy arrangements in line with agency practice
- screening tenant enquiries in line with agency practice, ethical standards and legislative requirements.

CPPDSM4011A (Elective) List property for lease

Unit Descriptor

This unit of competency specifies the outcomes required to list all types of property and businesses for lease. It includes implementing procedures for promoting agency's property management services, establishing client requirements, planning and delivering property listing presentations, finalising listings for the lease of property, and recording and acting on client instructions. This unit does not address listings for property sales or the actual marketing or lease of the property under an agency contract.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities.

Application of the Unit

This unit of competency supports the work of licensed real estate agents and real estate representatives involved in the listing of all types of property and businesses for lease.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

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.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- completing standard and statutory documentation associated with listing properties for lease
- finalising and negotiating the listing of properties with clients
- knowledge and application of determining client requirements with regard to the listing of properties
- knowledge of agency practice, ethical standards and legislative requirements affecting the listing of properties for lease
- knowledge of consumer protection principles that impact on the listing of properties for lease
- maintaining business records associated with the listing of properties for lease
- maintaining communications with clients throughout the listing process
- planning and delivering effective listing presentations.

CPPDSM4016A (Elective) Monitor and manage lease or tenancy agreement

Unit Descriptor

This unit of competency specifies the outcomes required to manage properties during the term of leases or tenancy agreements. It includes implementing the conditions of leases and tenancy agreements, responding to requests from tenants and landlords and managing the renewal and termination of leases and tenancy agreements.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities.

Application of the Unit

This unit of competency supports the work of licensed real estate agents and real estate representatives involved in monitoring and managing leases or tenancy agreements.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

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.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- implementing the conditions of leases and tenancy agreements, including conducting inspections, preparing condition reports, collecting rents, monitoring rent arrears and implementing rent reviews and increases, in line with agency practice, ethical standards and legislative requirements
- knowledge of agency practice, ethical standards and legislative requirements associated with monitoring and managing properties during the term of a lease or tenancy agreement and the renewal or termination of leases and tenancy agreements
- knowledge of rights and duties of tenants and landlords or agents with regard to the termination of leases and tenancy agreements
- knowledge of the rights and duties of landlords and tenants with regard to the renewal of leases and tenancy agreements
- managing the termination of leases and tenancy agreements on behalf of landlords
- planning and managing the renewal of leases and tenancy agreements
- responding to requests from tenants and landlords
- responding to the termination of leases or tenancy agreements initiated by tenant.

CPPDSM4049A (Elective) Implement maintenance plan for managed properties

Unit Descriptor

This unit of competency specifies the outcomes required to develop and implement a maintenance plan for all types of managed properties. It includes determining property maintenance requirements, establishing a property maintenance plan, establishing and maintaining a key register, monitoring the security of managed properties and implementing and reviewing the property maintenance plan.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities.

Application of the Unit

This unit of competency supports the work of licensed real estate agents and real estate representatives involved in developing and implementing maintenance plans for all types of managed properties

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

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.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- establishing and implementing a property maintenance plan for managed properties
- determining property maintenance requirements for managed properties
- developing a property maintenance plan for managed properties that includes procedures for selecting maintenance contractors and maintaining safety and security of clients
- establishing and maintaining a key register for managed properties
- monitoring security of managed properties
- knowledge of agency practice, ethical standards and legislative requirements associated with establishing, implementing and reviewing a maintenance plan for managed properties
- reviewing the property maintenance plan for managed properties.

CPPDSM4006A (Elective) Establish and manage agency trust accounts

Unit Descriptor

This unit of competency specifies the outcomes required to establish and manage trust accounts in an agency context. It includes reviewing agency accounts for compliance with trust account requirements, establishing and managing trust accounts, maintaining records of trust transactions, and monitoring and reviewing trust accounts.

The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities.

Application of the Unit

This unit of competency supports the work of licensed real estate agents and agency principals involved in establishing, managing and administering agency trust accounts.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

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.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- application and knowledge of agency policies and procedures associated with trust accounts
- application of financial management and accounting principles and knowledge
- commitment to client service and maintenance of client confidentiality
- establishing and managing agency trust accounts
- knowledge of agency practice, ethical standards and legislative requirements for the operation of agency trust accounts
- complying with legislative requirements for the operation and auditing of agency trust accounts
- maintaining records of trust transactions
- monitoring and reviewing agency trust accounts
- reviewing agency trust accounts for compliance with legislative requirements.

BSBSMB406A (Elective) Manage small business finances

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to implement, monitor and review strategies for the ongoing management of a small business's finances. It also includes day to day financial management of the small business.

Specific legal requirements apply to the management of a small business.

Application of the Unit

This work is undertaken by individuals who operate a small business.

The unit is suitable for existing micro and small businesses or a department in a larger organisation.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- development, implementation and review of strategies for the ongoing management of finance
- maintenance of day-to-day financial management of the business as well as implementation of broad financial strategies
- knowledge of purpose of financial reports.

BSBRKG304B (Elective) Maintain business records

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to maintain the records of a business or records system in good order on a day to day basis.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

This unit applies to individuals requiring some understanding of relevant theoretical knowledge relating to recordkeeping functions. It is not assumed that individuals at this level would have responsibility for supervising the work of others; however it is assumed that as a recordkeeping practitioner their work will support effective recordkeeping and governance practices across the organisation.

The application is in relation to the maintenance of records from an existing business or records system that has guidelines and processes to assist in the process. Work carried out in the interest of system maintenance will be performed under supervision or in consultation with more senior staff or users of the system.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- complying with organisational procedures and workplace requirements
- knowledge and understanding of business or records systems
- accurately recording information.