

## COURSE INFORMATION

### CPP50307 – Diploma of Property Services (Agency Management)

#### What is the Australian Qualifications Framework?

The Australian Qualifications Framework (AQF) establishes the quality of Australian qualifications. It is the national policy for regulated qualifications in the Australian education and training system and incorporates the quality assured qualifications from each education and training sector into a single comprehensive national qualifications framework.

AQF levels and the AQF levels criteria are an indication of the relative complexity and/or depth of achievement and the autonomy required to demonstrate that achievement. AQF level 1 has the lowest complexity and AQF level 10 has the highest complexity.

The AQF level summaries are statements of the typical achievement of graduates who have been awarded a qualification at a certain level in the AQF.

- Level 1 – Certificate I
- Level 2 – Certificate II
- Level 3 – Certificate III
- Level 4 – Certificate IV
- **Level 5 – Diploma**
- Level 6 – Advanced Diploma, Associate Degree
- Level 7 – Bachelor Degree
- Level 8 – Bachelor Honours Degree, Graduate Certificate, Graduate Diploma
- Level 9 – Masters Degree
- Level 10 – Doctoral Degree

#### Australian Qualifications Framework Level 5: Diploma

<b>Summary</b>	Graduates at this level will have specialised knowledge and skills for skilled/ paraprofessional work and/or further learning.
<b>Knowledge</b>	Graduates at this level will have technical and theoretical knowledge in a specific area or a broad field of work and learning.
<b>Skills</b>	Graduates at this level will have a broad range of cognitive, technical and communication skills to select and apply methods and technologies to: <ul style="list-style-type: none"><li>▪ analyse information to complete a range of activities</li><li>▪ provide and transmit solutions to sometimes complex problems.</li><li>▪ transmit information and skills to others</li></ul>
<b>Application of Knowledge and skills</b>	Graduates at this level will apply knowledge and skills to demonstrate autonomy, judgement and defined responsibility in known or changing contexts and within broad but established parameters.

# CPP50307 –Diploma of Property Services (Agency Management)

## Description

This qualification will provide participants with the skills and knowledge to lease property, conduct auctions, manage disputes in the property industry, develop and implement client service strategies, manage human resources and manage agency risks.

## Key Skills

Broadly the Diploma of Property Services communicates to employers that you have demonstrated the following broad skills: Communication, Teamwork, Problem-solving, Initiative and enterprise, Planning and organising, Self-management, Learning and Technology skills.

Further information is contained within each of the units

## Job Roles

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Real Estate Agency Owner/Manager
- Real Estate Agent
- Property Manager

## Pathways Information

### Pathways into the qualification

Generally pathways into this qualification come from lower qualifications or vocational work spent within a business environment.

### Pathways from the qualification

Nil

### Entry Requirements

Not applicable.

## Packaging Rules

**Total number of units:** Twenty Six (26)

**Comprised of:** Six (6) Core

Twenty (20) Electives

To be awarded the CPP50307 –Diploma of Property Service (Agency Management) , a total number of twenty six (26) units must be satisfactorily completed and relevant to the work outcome, local industry requirements and the qualification level.

The following course sequence has been developed by ASTC in consultation with industry:

**Duration:** 12 Months

**Delivery Modes:** eLearning, Correspondence and Blended

Clusters	Unit Type	Unit Of Competency	Unit Description	Unit Hours	Tuition Fee	EFTSL
Cluster 1	Core	CPPDSM4007A	Identify legal and ethical requirements of property management to complete agency work	145	\$7000	.20
	Core	CPPDSM4009B	Interpret legislation to complete agency work			
	Core	CPPDSM4015B	Minimize agency and consumer risk			
	Core	CPPDSM4008A	Identify legal and ethical requirements of property sales to complete agency work			
	Core	CPPDSM4080A	Work in the real estate industry			
	Elective	CPPDSM5018A	Ensure a safe workplace in the property industry			
Cluster 2	Elective	CPPDSM4017A	Negotiate effectively in property transactions	275	\$600	.24
	Elective	BSBMGT502B	Manage people performance			
	Elective	CPPDSM4005A	Establish and build client-agency relationships			
	Elective	BSBMGT605B	Provide leadership across the organization			
	Elective	CPPDSM4056A	Manage conflict and disputes in the property industry			
	Elective	BSBLED401A	Develop teams and individuals			
Cluster 3	Elective	CPPDSM4018A	Prepare and present property reports	70	\$600	.08
	Elective	CPPDSM4003A	Appraise property			
Cluster 4	Elective	CPPDSM4011A	List property for lease	60	\$600	.08
	Elective	CPPDSM4012A	List property for sale			
	Elective	CPPDSM4013A	Market property for lease			
	Elective	CPPDSM4014A	Market property for sale			
Cluster 5	Elective	CPPDSM4022A	Sell and finalize the sale of property by private treaty	170	\$600	.22
	Elective	CPPDSM4010A	Lease property			
	Elective	CPPDSM4016A	Monitor and manage lease or tenancy agreement			
	Elective	CPPDSM4019A	Prepare for auction			
	Elective	CPPDSM4004A	Conduct auction			
Cluster 6	Elective	BSBSMB406A	Manage small business finances	140	\$600	.18
	Elective	BSBRKG304B	Maintain business records			
	Core	CPPDSM4006A	Establish and manage agency trust accounts			
Total Hours				860	\$10,000	1.0

## Commencement, Completion and Census Dates

The Commencement Date, Census Date and Completion Date for your Advanced Diploma will vary depending upon the dates you enrolled with ASTC.

We aim to start your Commencement Date as close as possible to the date you receive your first Unit of material for your Diploma.

For an accurate and specific list of these dates please refer to your **Commonwealth Assistance Notice (CAN)** as issued by ASTC administration.

Alternatively, please call ASTC on **(02) 9700 9333** and ask to speak to one of our helpful administration team

## Units of Competency

Below is detailed each of the individual Units of Competency in this Advanced Diploma qualification.

## CPPDSM4007A - Identify legal and ethical requirements of property management to complete

### 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.

### Performance Evidence

Performance evidence is evidence required to satisfy the performance criteria for this unit. The participant must be able to:

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities
- analytical skills to interpret documents such as legislation, regulations, leases and authority forms
- computing skills to access agency and resource databases, use standard software packages, send and receive emails, access the internet and web pages, and complete and lodge standard documents online
- decision making and problem solving skills to analyse situations and make decisions associated with the leasing and management of property
- literacy skills to access and interpret a variety of texts, including leases; prepare general information and papers; prepare formal and informal letters, reports and applications; and complete prescribed forms
- negotiation and conflict resolution skills to resolve disputes with tenants and landlords
- numeracy skills to calculate and interpret data, such as deposits, bonds and fees
- planning, organising and scheduling skills to undertake work-related tasks such as inspecting properties
- research skills to identify and locate documents and information relating to property management
- risk management strategies associated with advising clients on property management options
- self-management skills to organise own work, deliver quality customer service and effectively manage competing demands
- teamwork skills to work effectively in and promote communication between sales, property management and administrative teams in an agency environment.

### Knowledge Evidence

Knowledge evidence is evidence required to satisfy the knowledge criteria for this unit. The participant must be able to:

- agent fees
- contract law in the real estate industry, including agent liability for breach of contract and negligence
- ethical and conduct standards relevant to licensed real estate agents and real estate representatives
- key principles of consumer protection, equal employment opportunity and privacy legislation
- key register
- process of leasing and managing property, including prospecting, obtaining listings, gaining authorities to lease and manage property, advertising, managing tenancy applications and agreements, preparing property condition reports,

- conducting inspections, handling terminations and vacations and maintaining property
- relevant federal, and state or territory legislation and local government regulations relating to:
  - anti-discrimination and equal employment opportunity
  - consumer protection
  - environmental issues
  - WHS/OHS
  - privacy
  - property management
  - trade practices
  - risks and risk management strategies
  - roles and responsibilities of estate agency personnel in relation to property management
  - roles and responsibilities of government agencies regulating the lease and management of property
  - types of tenancies
  - trust funds and legislative controls on trust funds

## CPPDSM4009B - 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.

### Performance Evidence

Performance evidence is evidence required to satisfy the performance criteria for this unit. The participant must be able to:

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds
- and with varying physical and mental abilities
- analytical skills to interpret documentation such as parliamentary documents, legislation, regulations and codes of conduct
- application of risk management strategies associated with compliance with legislation, regulations and codes of practice
- computing skills to access agency and resource databases, use standard software packages, send and receive emails, access the internet and web pages, and complete and lodge standard documents online
- decision making and problem solving skills to analyse situations and make decisions consistent with legislative and regulatory requirements
- literacy skills to access and interpret a variety of texts, including legislation, regulations and codes of practice; prepare general information and papers; prepare formal and informal letters, reports and applications; and complete standard and statutory forms
- planning, organising and scheduling skills to maintain currency of agent and agency copies of legislation, regulations and codes of conduct
- research skills to identify and locate legislation, regulations and codes of conduct
- self-management skills to organise own work, deliver quality customer service and effectively manage competing demands
- teamwork skills to work effectively in and promote communication between sales, property management and administrative teams in an agency environment

### Knowledge Evidence

Knowledge evidence is evidence required to satisfy the knowledge criteria for this unit. The participant must be able to:

- codes of conduct
- common problems associated with interpreting legislation
- principles of legislation
- relevant federal, and state or territory legislation and local government regulations relating to:
  - anti-discrimination and equal employment opportunity
  - consumer protection, fair trading and trade practices
  - employment and industrial relations
  - environment and sustainability

- financial services
- leases
- WHS/OHS
- privacy
- Property sales and management



## CPPDSM4015B - 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

### Performance Evidence

Performance evidence is evidence required to satisfy the performance criteria for this unit. The participant must be able to:

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities
- analytical skills to interpret documents such as legislation, regulations, sale authorities, reports from professional service providers and contracts
- application of risk identification, assessment, treatment and monitoring skills
- computing skills to access agency and resource databases, use standard software packages, send and receive emails, access the internet and web pages, and complete and lodge standard documents online
- decision making and problem solving skills to analyse risk situations and make decisions consistent with legislative and ethical requirements
- literacy skills to access and interpret a variety of texts, including legislation, regulations and rules of ethics; prepare general information and papers; prepare formal and informal letters; prepare reports and applications; and complete standard and statutory forms
- numeracy skills to perform and apply calculations used in risk identification, assessment, treatment and monitoring
- planning, organising and scheduling skills to undertake work-related tasks associated with identifying, assessing, treating and monitoring risks
- research skills to identify and locate documents and information relating to identifying and treating risks
- self-management skills to organise own work, deliver quality customer service and effectively manage competing demands
- teamwork skills to work effectively in and promote communication between sales, property management and administrative teams in an agency environment

### Knowledge Evidence

Knowledge evidence is evidence required to satisfy the knowledge criteria for this unit. The participant must be able to:

- agency policies and procedures, including:
  - policies and procedures for risk management
  - risk management strategies
- approaches for monitoring the risk environment
- auditing requirements
- Australian and New Zealand risk management standards
- causes of risks
- classification of risks

- complaint-handling procedures
- consumer risk
- impact of risks on agency, clients and other stakeholders
- insurance policies, codes and operations
- potential impact of risk
- reasons for monitoring risk environment
- relevant federal, and state or territory legislation and local government regulations relating to:
  - anti-discrimination and equal employment opportunity
  - anti-money laundering
  - auctions
  - consumer protection, fair trading and trade practices
  - employment and industrial relations
  - environment and sustainability
  - financial services
  - leasing
  - WHS/OHS
  - privacy
  - property sales and management
- sources of information on risk
- sources of risk
- techniques and tools for identifying and analysing risk

## CPPDSM4008A - 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.

### Performance Evidence

Performance evidence is evidence required to satisfy the performance criteria for this unit. The participant must be able to:

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and
- with varying physical and mental abilities
- analytical skills to interpret documents such as legislation, regulations, contracts, contract notes, sale authority documents and Certificates of Title
- computing skills to access agency and resource databases, use standard software packages, send and receive emails,
- access the internet and web pages, and complete and lodge standard documents online
- decision making and problem solving skills to analyse situations and make decisions associated with the sale of property
- literacy skills to access and interpret a variety of texts, including contracts; prepare general information and papers;
- prepare formal and informal letters, reports and applications; and complete prescribed forms
- negotiation skills required for interacting with sellers and buyers
- numeracy skills to calculate and interpret data, such as deposits, entitlements and commissions
- planning, organising and scheduling skills to undertake work-related tasks, such as preparing correspondence, organising deposits and arranging property inspections
- research skills to identify and locate documents and information relating to the sale of property
- risk management skills to identify risks associated with discussing sale and purchase options with sellers and buyers
- self-management skills to organise own work, deliver quality customer service and effectively manage competing demands
- teamwork skills to work effectively in and promote communication between sales, property management and administrative teams in an agency environment
- verbal communication skills required for face-to-face communication with real estate sellers and buyers.

### Knowledge Evidence

Knowledge evidence is evidence required to satisfy the knowledge criteria for this unit. The participant must be able to:

- agent entitlements and commissions
- contract law in the real estate industry, including agent liability for breach of contract and negligence
- ethical and conduct standards relevant to licensed real estate agents and real estate representatives
- key principles of consumer protection and privacy legislation
- key principles and terminology of property law
- legislative limitations on agency practice

- offences and penalties under legislation
- relevant federal, and state or territory legislation and local government regulations relating to:
  - anti-discrimination and equal employment opportunity
  - consumer protection, fair trading and trade practices
  - employment and industrial relations
  - financial services
  - WHS/OHS
  - privacy
  - property sales
- risk and risk management strategies
- roles and responsibilities of estate agency personnel in relation to the sale of property
- sales process, including ways of obtaining listings, methods of selling property, strategies for marketing property, and the
- process for settling the sale of property
- trust funds and legislative controls on trust funds.

## CPPDSM4080A – 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..

### Performance Evidence

Performance evidence is evidence required to satisfy the performance criteria for this unit. The participant must be able to:

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities
- analytical skills to interpret documents such as legislation, regulations, employment contracts and licensing requirements
- application of risk management strategies associated with advising clients on property sales and property management options
- computing skills to access agency and resource databases, use standard software packages, send and receive emails,
- access the internet and web pages, and complete and lodge standard documents online
- decision making and problem solving skills to analyse situations and make decisions consistent with legislative and ethical requirements
- literacy skills to access and interpret a variety of texts, including legislation, regulations and rules of ethics; prepare general information and papers; prepare formal and informal letters, reports and applications; and complete standard forms
- negotiation skills to assist clients with property sales and property management matters
- numeracy skills to calculate and interpret data, such as commissions and entitlements
- planning, organising and scheduling skills to undertake work-related tasks such as inspecting properties
- research skills to identify and locate documents and information relating to real estate operations
- self-management skills to organise own work, deliver quality customer service and effectively manage competing demands
- teamwork skills to work effectively in and promote communication between sales, property management and administrative teams in an agency environment.

### Knowledge Evidence

Knowledge evidence is evidence required to satisfy the knowledge criteria for this unit. The participant must be able to:

- agency principal relationship
- continued training needs for agents and agents' representatives
- employee and employer rights and responsibilities
- ethical and conduct standards
- features of good agency practice
- forms of business ownership, and organisational structure and services offered by estate agencies
- key operations of estate agencies
- key principles of consumer protection and privacy legislation
- legislative limitations on agency practice
- licensing requirements for estate agents
- nature of trust funds and key legislative controls on trust funds

- offences and penalties under the legislative framework
- relevant federal, and state or territory legislation and local government regulations relating to:
  - anti-discrimination and equal employment opportunity
  - consumer protection, fair trading and trade practices
  - employment and industrial relations
  - financial services
  - WHS/OHS
  - privacy
- risks and risk management strategies
- roles and function of industry bodies
- roles and functions of government regulatory agencies
- roles and responsibilities of estate agency personnel
- sources of specialist advice relating to real estate operations

## CPPDSM5018A - Ensure a safe workplace in the property industry

### Unit Descriptor

This unit of competency specifies the outcomes required to establish, maintain and evaluate an organisation's OHS system and procedures to ensure own safety and that of others in the workplace. It requires the ability to identify and control workplace risks and hazards, and communicate workplace safety requirements.

The unit has been contextualised and is based on Generic Competency 'C' in the National Guidelines for Integrating OHS Competencies into National Industry Competency Standards.

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 establishing, maintaining and evaluating an organisation's OHS system and procedures to ensure own safety and that of others in the workplace

### Performance Evidence

Performance evidence is evidence required to satisfy the performance criteria for this unit. The participant must be able to display:

- analytical skills to identify and assess risks in the work area and assess resources required to apply risk control measures
- application skills to follow safe operating practices and procedures when using tools and equipment, and comply with ergonomic and environmental protection requirements
- coaching and mentoring skills to provide support to colleagues
- communication skills to follow and give written and verbal instructions and clearly explain information on OHS issues
- computing skills to access the internet and web pages, prepare and complete online forms, lodge electronic documents and search online databases
- evaluation skills to identify potential or existing risks and hazards in the workplace, identify inadequacies in risk control measures and determine OHS training requirements of the work group
- interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities
- problem solving skills to analyse entire work environment in area of responsibility in order to identify hazards, assess risks and judge when intervention to control risks is necessary

### Knowledge Evidence

Knowledge evidence is evidence required to satisfy the knowledge criteria for this unit. The participant must be able to display knowledge of:

- detailed knowledge of workforce characteristics and how they impact on the design and maintenance of OHS
- hierarchy of control: preferred order of risk control measures from most to least preferred; that is, elimination of risk, substitution, engineering controls, administrative controls and personal protective equipment
- identification of intervention points for expert OHS advice
- legal responsibilities of employers, manufacturers, suppliers, employees and other parties
- literacy levels and communication skills of work group members and consequent suitable communication techniques
- principles and practice of effective OHS management in a small, medium or large business
- principles and techniques associated with modelling safe work practices, hazard identification and risk management
- regulatory compliance arrangements
- 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
- WHS/OHS
- privacy
- property sales, leasing and management



## CPPDSM4017A - 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.

### Performance Evidence

Performance evidence is evidence required to satisfy the performance criteria for this unit. The participant must be able to display:

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities in order to come to an effective agreed outcome
- analytical skills to interpret documents such as authorities, leases, contracts of sale, legislation and regulations
- application of risk management strategies associated with property transactions
- computing skills to access agency databases, send and receive emails and complete standard forms online
- decision making and problem solving skills to know how to deal with unexpected questions or attitudes
- literacy skills to access and interpret a variety of texts, including authorities, contracts of sale, leases, legislation and regulations; prepare general information and papers; prepare reports and formal and informal letters
- negotiation skills to negotiate difficult situations and resolve problems as they arise
- numeracy skills to calculate and interpret data, such as estimated selling price, commissions, rents, bonds and security deposits that may be the subject of dispute between parties to a property transaction
- planning, organising and scheduling skills to plan, conduct and finalise negotiations between parties to a property transaction
- research skills to identify and locate documents and information relating to leases and contracts of sale.

### Knowledge Evidence

Knowledge evidence is evidence required to satisfy the knowledge criteria for this unit. The participant must be able to display knowledge of:

- agency policies and procedures for negotiations
- alternatives to negotiation, including:
  - conciliation and mediation
  - courts
  - tribunals
- conflict resolution strategies and techniques
- decision making strategies
- ethical standards
- negotiation approaches and techniques
- questioning techniques
- relevant federal, and state or territory legislation and local government regulations relating to:
  - anti-discrimination and equal employment opportunity
  - consumer protection, fair trading and trade practices
  - employment and industrial relations

- financial services
- leases
- WHS/OHS
- privacy
- property sales and management
- rights and duties of parties to property transactions
- risks and risk management strategies
- typical issues and problems in property management that may need to be negotiated with tenants and landlords, including:
  - access to property
  - bonds and security deposits
  - condition reports
  - disclosure statements
  - leases and tenancy agreements
  - property inspections
  - renewal of leases and tenancy agreements
  - rent reviews and increases
  - rent or lease payments
  - repairs and maintenance
  - termination of leases and tenancy agreements
- typical issues or problems in property sales that may need to be negotiated with sellers and buyers, including:
  - access to property during settlement period
  - offers
  - conditions of sale
  - deposits
  - marketing activities and budget
  - methods of sale
  - property conditions and improvements
  - property inspections
  - reserve price
  - selling price range
  - settlement period.

## BSBMGT502B - Manage people performance

### Unit Descriptor:

This unit describes the performance outcomes, skills and knowledge required to manage the performance of staff who report to them directly. Development of key result areas and key performance indicators and standards, coupled with regular and timely coaching and feedback, provide the basis for performance management.

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

### Application of the Unit

This unit applies to all managers and team leaders who manage people. It covers work allocation and the methods to review performance, reward excellence and provide feedback where there is a need for improvement.

The unit makes the link between performance management and performance development, and reinforces both functions as a key requirement for effective managers.

This is a unit that all managers/prospective managers who have responsibility for other employees should strongly consider undertaking.

### Performance Evidence

Performance evidence is evidence required to satisfy the performance criteria for this unit. The participant must be able to display:

- communication skills to articulate expected standards of performance, to provide effective feedback and to coach staff who need development
- risk management skills to analyse, identify and develop mitigation strategies for identified risks
- planning and organisation skills to ensure a planned and objective approach to the performance management system.

### Knowledge Evidence

Knowledge evidence is evidence required to satisfy the knowledge criteria for this unit. The participant must be able to display knowledge of:

- relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- relevant awards and certified agreements
- performance measurement systems utilised within the organisation
- unlawful dismissal rules and due process
- staff development options and information.

## CPPDSM4005A - 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.

### Performance Evidence

Performance evidence is evidence required to satisfy the performance criteria for this unit. The participant must be able to display:

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities
- analytical skills to interpret feedback from clients
- application of risk management strategies associated with implementation of client care and client service standards
- client service skills to determine client needs; enhance client commitment, trust and credibility of agency; and build return client base
- computing skills to access agency databases, send and receive emails and complete standard forms online
- decision making and problem solving skills to analyse situations and make decisions aimed at improving client service
- literacy skills to access and interpret a variety of texts, including customer feedback; prepare general information and papers; prepare formal and informal letters; prepare reports and applications; and complete standard and statutory forms
- planning, organising and scheduling skills to collect, collate and process client feedback
- research skills to identify and locate documents and information relating to client care and client service standards.

### Knowledge Evidence

Knowledge evidence is evidence required to satisfy the knowledge criteria for this unit. The participant must be able to display knowledge of:

- barriers to effective communication
- client-agency relationship management strategies
- client care and client service standards
- client loyalty strategies
- communication process, strategies and techniques
- ethical standards
- personal marketing strategies
- relevant federal, and state or territory legislation and local government regulations relating to:
  - anti-discrimination and equal employment opportunity
  - consumer protection, fair trading and trade practices
  - employment and industrial relations
  - environmental issues
  - financial services
  - industrial relations

- leases and tenancy agreements
- WJS/OHS
- privacy
- property sales and management
- taxation
- risks and risk management strategies.

## **BSBMGT605B - Provide leadership across the organisation**

### **Unit Descriptor**

This unit describes the performance outcomes, skills and knowledge required to demonstrate senior leadership behaviour, and personal and professional competence.

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

### **Application of the Unit**

This unit applies to senior managers who have a role in inspiring and motivating others to achieve organisational goals and to model professionalism in their organisation and industry. Leadership is seen in the context of the organisational mission. Business ethics are also addressed in this unit.

The unit may relate equally to leadership of a small to medium sized organisation or to a business unit or area in a large organisation.

### **Performance Evidence**

- interpersonal skills to communicate and inspire trust and confidence of others and to ensure their cooperation and support
- networking skills to ensure support from key groups and individuals for concepts/ideas/products/services
- risk management skills to analyse, identify and develop mitigation strategies for identified risks.

### **Knowledge Evidence**

- business ethics and their application
- leadership styles and their application
- legislation, codes and by-laws relevant to the organisation's operations
- organisation mission, purpose and values
- organisation objectives, plans and strategies organisational change processes.

## CPPDSM4056A - 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.

### Performance Evidence

- evaluation skills to assess appropriate responses to conflict or disputes and assess effectiveness of resolution processes
- interpersonal skills to adapt personal styles to suit conflict or dispute situation, consult and negotiate in a culturally sensitive and appropriate manner, and relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities
- language skills to communicate adequately
- negotiation skills to support people involved in a conflict or dispute, negotiate agreement of all parties to resolve conflict or dispute
- problem solving skills to identify causes and incidences of conflict or dispute and determine contingency responses
- technology skills to prepare and present records and reports

### Knowledge Evidence

- conflict or dispute resolution techniques and procedures
- consultation methods, techniques and protocols
- ethical practices and relevant codes of conduct
- negotiation strategies
- organisational policies and procedures for property services, including handling of complaints
- 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
- techniques for dealing with people with special needs.

## **BSBLED401A - 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.

### **Performance Evidence**

- communication skills to receive and report on feedback, to maintain effective relationships and to manage conflict
- culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities
- leadership skills to gain trust and confidence of clients and colleagues
- literacy skills to read, write and understand a variety of texts; and to edit and proofread documents to ensure clarity of meaning, accuracy and consistency of information
- negotiation skills to achieve mutually acceptable outcomes
- technology skills to support effective communication and presentation.

### **Knowledge Evidence**

- key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as:
  - anti-discrimination legislation
  - ethical principles
  - codes of practice
  - privacy laws
  - occupational health and safety (OHS)
- facilitation techniques to encourage team development and improvement
- organisational policies, plans and procedures
- career paths and competency standards relevant to the industry.



## CPPDSM4018A - 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.

### Performance Evidence

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities
- risk management skills to identify risks associated with providing property condition reports
- computing skills to access agency databases, send and receive emails and complete standard forms online
- decision making and problem solving skills to analyse situations and make decisions associated with the preparation of property condition reports
- literacy skills to access and interpret a variety of texts, including building consultant reports, building plans, manuals, supplier specifications and contracts; prepare general information and papers; prepare formal and informal letters, reports and applications; and complete prescribed forms
- numeracy skills to calculate and interpret data, such as costs of property improvements
- planning, organising and scheduling skills to undertake work-related tasks, such as preparing correspondence, organising appointments and arranging property inspections
- research skills to identify and locate documents and information relating to the preparation of property reports
- verbal communication skills required for face-to-face communication with property owners, building consultants, suppliers and others associated with the preparation of property reports.

### Knowledge Evidence

- architectural and construction styles, including:
  - key features
  - impact on market value of property of variations from pure styles and modifications
- basic plans and drawings, including:
  - site maps
  - architectural drawings
- building defects, including:
  - aesthetic faults
  - design faults
  - electrical systems
  - exterior outbuildings
  - fire protection systems

- gardens and surrounds
- illegal renovations and extensions
- lift systems
- plumbing and drainage systems
- roof construction
- roof covering
- structural
- sub-floor
- ventilation, heating and cooling systems
- common construction terms
- construction features
- construction sequence
- construction techniques
- effects of defects on potential for property sale or rental
- property condition reports, including content, format and purpose
- property improvements, including:
  - preventative measures
  - enhancement measures
  - accessing information and professional advice on property improvements
  - benefits of property improvements
  - costs of property improvement
- property inspection, including:
  - agency requirements
  - client needs
  - conduct and planning of property inspections
  - features of property included in property inspections
  - periodic property inspections
  - reasons for property inspections
- relevant federal, and state or territory legislation and local government regulations relating to:
  - anti-discrimination and equal employment opportunity
  - consumer protection, fair trading and trade practices
  - employment and industrial relations
  - financial services
  - leases
  - OHS
  - privacy
  - property sales and management
- risk and risk management strategies.

## CPPDSM4003A - 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.

### Performance Evidence

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities
- analytical skills to interpret documents such as legislation, regulations and property reports
- application of risk management strategies associated with appraising the sale price range or rental value of all forms of property for listing purposes
- computing skills to access the internet and web pages, prepare and complete online forms and search online databases
- decision making and problem solving skills to analyse situations and make decisions consistent with legislative and ethical requirements
- literacy skills to access and interpret a variety of texts, including legislation, regulations and property reports; prepare property appraisal reports; prepare formal and informal letters and reports; and complete standard and statutory forms
- numeracy skills to calculate and interpret data, such as trends in property sale prices and rents
- research skills to gather information from a variety of sources on different forms of property, rents and sale price trends, and sale prices and rents of comparable properties.

### Knowledge Evidence

- agency property records, including:
  - key features of a records management system
  - reasons for maintaining property records
  - types of property records
- determination of sale price range or rental price of properties, including:
  - appraisal methods
  - local market factors
- factors that affect return on property, including:
  - economic
  - political
  - social
- key indicators of market conditions
- market conditions, including:
  - leasing market conditions
  - sales market conditions

- property appraisal, including:
  - content and format of appraisal report
  - difference between appraisal and valuation
  - factors that influence whether properties are comparable for appraisal purposes
  - information required for appraisals
  - key sources of information required for appraisals
  - property appraisal methods
  - purpose of property appraisals
- relevant federal, and state or territory legislation and local government regulations relating to:
  - anti-discrimination and equal employment opportunity
  - consumer protection, fair trading and trade practices
  - employment and industrial relations
  - financial services
  - OHS
  - privacy
  - property sales and management
- return on property investment
- role of the agent in providing property appraisal
- risks and risk management strategies associated with property appraisal
- sources of information on market conditions.

## CPPDSM4011A - 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

### Performance Evidence

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities
- analytical skills to interpret documents such as legislation, regulations and standard and statutory forms associated with the listing of properties for lease
- application of risk management strategies associated with the listing of properties for lease
- computing skills to access the internet and web pages, prepare and complete online forms and search online databases
- decision making and problem solving skills to analyse situations and make decisions consistent with legislative and ethical requirements
- literacy skills to access and interpret a variety of texts, including legislation and regulations; prepare general information and papers; prepare formal and informal letters, reports and applications; and complete standard and statutory forms associated with listing properties for lease
- negotiation and presentation skills to conduct listing negotiations with clients
- numeracy skills to calculate and interpret data to provide estimates of rents, rental outgoings, rental returns and costs of property improvements
- planning, organising and scheduling skills to undertake work-related tasks such as inspecting properties, organising appointments and reporting to clients on progress associated with property listings
- research skills to identify and locate documents and information relating to comparable property rents.

### Knowledge Evidence

- agency and statutory listing documentation
- agency fees and conditions
- agency practices in relation to obtaining listings
- business and personal referral networks
- communication with agency sales department to identify potential new listings and provide sales staff with rental appraisals
- consumer protection principles with regard to lease of property
- ethical standards associated with listing of property for lease
- listing presentation kit, including content, format and purpose
- marketing activities
- negotiation techniques
- networks that provide listing opportunities

- owner and tenant rights and obligations
- presentation techniques
- promotional activities for gaining new agency listings
- property listing presentation
- relevant federal, and state or territory legislation and local government regulations relating to:
  - anti-discrimination and equal employment opportunity
  - consumer protection, fair trading and trade practices
  - employment and industrial relations
  - financial services
  - leases and tenancy agreements
  - OHS
  - privacy
  - property management
- rent, rental outgoings and rental returns
- sources of listings
- techniques for identifying needs and motivation of clients
- ways of developing and maintaining a business network.

## CPPDSM4012A - 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.

### Performance Evidence

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities
- negotiation and presentation skills to conduct listing negotiations with clients
- analytical skills to interpret documents such as legislation, regulations and standard and statutory forms associated with the listing of properties for sale
- application of risk management strategies associated with the listing of properties for sale
- computing skills to access the internet and web pages, prepare and complete online forms and search online databases
- decision making and problem solving skills to analyse situations and make decisions consistent with legislative and ethical requirements
- literacy skills to access and interpret a variety of texts, including legislation and regulations; prepare general information and papers; prepare formal and informal letters, reports and applications; and complete standard and statutory forms associated with listing properties for sale
- numeracy skills to calculate and interpret data to provide estimates of selling price range
- planning, organising and scheduling skills to undertake work-related tasks, such as inspecting properties, organising appointments and reporting to clients on progress associated with property listings
- research skills to identify and locate documents and information relating to results of comparable property sales.

### Knowledge Evidence

- agency and statutory listing documentation
- agency fees and conditions
- agency practices in relation to obtaining listings
- business and personal referral networks
- business development area for property listings
- ethical standards associated with listing properties for sale
- listing presentation kit, including content, format and purpose
- marketing activities
- market value, including:
  - forces that create value
  - types of value, such as value to owner, statutory value and security value
- methods of sale

- negotiation techniques
- networks that provide listing opportunities
- presentation techniques
- relevant federal, and state or territory legislation and local government regulations relating to:
  - anti-discrimination and equal employment opportunity
  - anti-money laundering
  - consumer protection, fair trading and trade practices
  - employment and industrial relations
  - financial services
  - OHS
  - privacy
  - property sales
- risks and risk management strategies
- role of estate agent in providing estimate of value
- sales property listing presentation
- sources of listings
- target groups for obtaining listings
- techniques for identifying needs and motivation of clients
- ways of developing and maintaining a sales business network.



## CPPDSM4013A - 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

### Performance Evidence

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities
- analytical skills to interpret documents such as legislation, regulations and property documentation
- application of risk management strategies associated with advising clients on approaches to marketing properties for lease
- computing skills to access agency databases, send and receive emails and complete standard forms online
- decision making and problem solving skills to analyse situations and make ethical marketing decisions consistent with legislative and ethical requirements
- literacy skills to access and interpret a variety of texts, including legislation, regulations and rules of ethics; prepare general information and papers; prepare marketing materials and marketing plans; and complete standard forms
- negotiation skills to assist landlords to decide on marketing activities, budgets and timeframes
- numeracy skills to calculate and interpret data, such as costs of marketing activities, and to ensure compliance with agreed marketing budgets
- planning, organising and scheduling skills to implement marketing plans
- research skills to identify and locate documents and information to prepare marketing plans for specified properties

### Knowledge Evidence

- ethical standards associated with marketing properties for lease
- factors considered in review of effectiveness of marketing strategy, plan, activities and materials
- factors influencing choice of marketing strategy
- marketing activities, including:
  - advertising, including print and electronic media
  - agency property guide
  - brochures
  - direct marketing
  - business-to-business marketing
  - inspections
  - mail-outs
  - networking
  - open house
  - signboards
  - seminars

- targeting markets by service type
  - internet and online advertising, including web pages, virtual tours and online directories
- marketing budget
- marketing materials
- marketing plan
- marketing strategies for:
  - businesses
  - commercial properties
  - development properties, including subdivision and multi-unit sites
  - industrial properties
  - residential properties
  - retail properties
  - rural properties
- principles underpinning effective marketing materials, including:
  - action
  - attention
  - desire
  - interest
- relevant federal, and state or territory legislation and local government regulations relating to:
  - anti-discrimination and equal employment opportunity
  - consumer protection, fair trading and trade practices
  - employment and industrial relations
  - financial services
  - OHS
  - privacy
  - property management
- risks and risk management strategies
- strategies if properties prove difficult to lease

## CPPDSM4014A - 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.

### Performance Evidence

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities
- analytical skills to interpret documents such as legislation, regulations and property documentation
- application of risk management strategies associated with advising clients on approaches to marketing properties for sale
- computing skills to access agency databases, send and receive emails and complete standard forms online
- decision making and problem solving skills to analyse situations and make ethical marketing decisions consistent with legislative and ethical requirements
- literacy skills to access and interpret a variety of texts, including legislation, regulations and rules of ethics; prepare general information and papers; prepare marketing materials and marketing plans; and complete standard forms
- negotiation skills to assist sellers to decide on marketing activities, budgets and timeframes
- numeracy skills to calculate and interpret data, such as costs of marketing activities and to ensure compliance with agreed marketing budgets
- planning, organising and scheduling skills to implement marketing plans
- research skills to identify and locate documents and information relating to preparing marketing plans for specified properties.

### Knowledge Evidence

- ethical standards associated with marketing properties for sale
- factors considered in review of effectiveness of marketing strategy, plan, activities and materials
- factors influencing choice of marketing strategy
- marketing activities, including:
  - advertising, including print and electronic media
  - agency property guides
  - brochures
  - direct marketing
  - business-to-business marketing
  - inspections
  - mail-outs
  - networking
  - open house
  - signboards
  - seminars

- targeting markets by service type
  - internet and online advertising, including web pages, virtual tours and online directories
- marketing budget
- marketing materials
- marketing plan
- marketing strategies for:
  - businesses
  - commercial properties
  - development properties, including subdivision and multi-unit sites
  - industrial properties
  - residential properties
  - retail properties
  - rural properties
- principles underpinning effective marketing materials
- relevant federal, and state or territory legislation and local government regulations relating to:
  - anti-discrimination and equal employment opportunity
  - consumer protection, fair trading and trade practices
  - employment and industrial relations
  - financial services
  - OHS
  - privacy
  - property sales
- risks and risk management strategies
- strategies if properties prove difficult to sell.

## CPPDSM4022A - 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.

### Performance Evidence

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities on matters associated with the sale of property
- analytical skills to interpret documents such as contracts, legislation and regulations
- application of risk management strategies associated with the sale of property
- computing skills to access the internet and web pages, prepare and complete online forms, lodge electronic documents and search online databases
- decision making and problem solving skills to analyse situations and make decisions consistent with legislative and ethical requirements associated with the sale of property
- literacy skills to access and interpret a variety of texts, including legislation, regulations and contracts; prepare general information and papers; prepare formal and informal letters, reports and applications; and complete standard and statutory forms
- negotiation skills to assist sellers and buyers to reach agreement on price and conditions of sale of property
- numeracy skills to perform calculations associated with property sales
- planning, organising and scheduling skills to make appointments with sellers and buyers in the process of selling property
- research skills to identify and locate documents and information relating to sale of property.

### Knowledge Evidence

- agency disbursements, including:
  - authorisations, signatures and identifications that must be obtained prior to disbursement
  - calculation and protection of agency fees during disbursement activities
  - documentation for agency disbursements
  - financial transactions that take place at settlement
- circumstances in which contracts are void, voidable or unenforceable, including:
  - illegality
  - lack of capacity
  - misrepresentation
  - mistake

- consumer protection principles that impact on the sale of property, including:
  - cooling off provisions
  - false representations and misleading conduct in relation to the sale of land
  - impact of consumer protection legislation on contracts
  - insurance provisions
  - penalties and remedies for breaches
  - protection offered for consumers
  - rights and obligations of estate agents
  - secret commissions
- contract construction principles, including:
  - acceptance
  - consideration
  - implied matters in contracts for sale of property
  - negligence
  - offer
- contracts for sale of property, including:
  - chattels and fixtures
  - contract requirements for special circumstances, such as providing finance and sale of units and flats
  - defects in property
  - defects in title
  - effect of acceptance of title
  - prescribed or permitted forms
  - requisitions on title
  - special conditions
- deposit funds, including:
  - capacity in which an estate agent holds deposit moneys
  - circumstances in which deposit moneys may be released by the estate agent to the seller
  - procedures an estate agent must follow when he or she receives deposit moneys from a buyer
- ethical and conduct standards
- general legal principles that affect property law relating to the sale of property, including:
  - adverse possession
  - contracts
  - easements
  - fee simple and life estates
  - general law system and the Torrens system of title
  - mortgages
  - real and personal property
  - restrictive covenants
  - types of interest in land
- insurance
- marketing aids
- methods of sale, including:
  - auction
  - off the plan
  - private treaty

- reverse auction
- set sale
- specialised properties
- tender
- negotiation techniques
- property inspections
- property sales, including:
  - after-sales procedures
  - agency and statutory documentation
  - sales presentation techniques
- qualifying buyers
- relevant federal, and state or territory legislation and local government regulations relating to:
  - anti-discrimination and equal employment opportunity
  - anti-money laundering
  - consumer protection, fair trading and trade practices
  - employment and industrial relations
  - financial services
  - OHS
  - privacy
  - property sales
- risks and risk management strategies
- settlement, including:
  - buyer's rights to inspect property prior to settlement
  - contingencies that may emerge prior to settlement and the actions that can be taken to avoid one or more parties being unable to fulfil contractual obligations
  - forms prepared at settlement
  - procedure for settling the sale of property
  - responsibilities of sellers and buyers
  - responsibility of seller and buyer with regard to building and content insurance prior to settlement
  - rights of sellers and buyers if either party is unable to settle on the due date
- techniques for identifying needs and motivation of buyers
- trust accounting in real estate.

## CPPDSM4010A - 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.

### Performance Evidence

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities
- analytical skills to interpret documents, such as agency and statutory forms associated with the lease of different forms of property
- application of risk management strategies associated with leasing different forms of property computing skills to access agency databases, send and receive emails and complete standard forms online
- decision making and problem solving skills to analyse situations associated with leasing different forms of property and making decisions consistent with legislative and ethical requirements
- literacy skills to access and interpret a variety of texts, including legislation and regulations, prepare general information and papers, prepare formal and informal letters, and complete standard and statutory forms
- negotiation skills to reach agreement with landlords and tenants on tenancy agreement or lease conditions
- numeracy skills to calculate and interpret data, such as rents and security deposits
- planning, organising and scheduling skills to place new tenants in rented properties
- research skills to identify and locate documents and information relating to leasing different types of managed properties

### Knowledge Evidence

- consumer protection, including:
  - consumer protection principles relevant to the lease of property
  - effect of consumer protection legislation on contracts
  - penalties and remedies available for breaches of consumer protection legislation
  - protection offered to consumers under consumer protection legislation in relation to the lease of property
  - purpose
  - rights and obligations of real estate agents under consumer protection legislation in relation to the lease of property
- contracts
- ethical practices associated with leasing property
- property inspection, including:
  - agency documentation
  - benefits
  - conducting and following up property inspections
  - key control
  - planning property inspections
  - promotional materials



- security of managed properties
- relevant federal, and state or territory legislation and local government regulations relating to:
  - anti-discrimination and equal employment opportunity
  - anti-money laundering
  - consumer protection, fair trading and trade practices
  - employment and industrial relations
  - financial services
  - leasing
  - OHS
  - privacy
- rent
- rights and duties of tenant and landlords
- risks and risk management strategies
- screening tenants, including:
  - capacity to pay and care for property
  - financial limits
  - marketing aids
  - matching suitable properties to tenant needs
  - motives
  - needs
  - preferences
  - residential tenancy databases
  - strategies for assisting potential tenants to view properties
- tasks associated with placing new tenants in rental properties, including:
  - government fees and duties
  - keys
  - rights and obligations
  - security deposits and bonds
  - tenancy documentation
- leases and tenancy agreements, including:
  - condition report and disclosure statements
  - fixed and periodic
  - format of agreements
  - key features of different types of leases and tenancy agreements
  - legal obligations of agent, landlord and tenant
  - limitations associated with rejecting an application from a prospective tenant
  - rents, security deposits and bond moneys
  - statutory and agency documentation
  - types of leases and tenancy agreements, such as residential, retail, holiday, industrial and commercial
- tenancy application processes, including:
  - criteria for selecting tenants
  - interviewing tenants
  - gaining landlord approval
  - notifying selected tenants
  - obtaining and reviewing tenancy applications

- recording tenancy arrangements
  - reviewing references
  - reviewing tenancy applications
  - tenancy application forms
- trust accounts.

## CPPDSM4016A - 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

### Performance Evidence

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities
- analytical skills to interpret documents such as agency and statutory forms associated with leases, tenancy agreements and management agreements
- application of risk management strategies associated with the rights of landlords and tenants during the terms of leases or tenancy agreements
- computing skills to access agency databases, send and receive emails and complete standard forms online
- numeracy skills to calculate and interpret data, such as rents and rent arrears
- decision making and problem solving skills to analyse situations associated with implementing the terms of leases or tenancy agreements and making decisions consistent with legislative and ethical requirements
- literacy skills to access and interpret a variety of texts, including legislation, regulations, leases and tenancy agreements; prepare general information, papers, and formal and informal letters; and complete standard and statutory forms
- negotiation skills to reach agreement with landlords and tenants on terms of leases and tenancy agreements
- planning, organising and scheduling skills to perform tasks associated with monitoring the renewal and termination of leases and tenancy agreements
- research skills to identify and locate documents and information relating to the conditions of leases and tenancy agreements.

### Knowledge Evidence

- access to tenanted retail properties
- consumer protection, including:
  - consumer protection principles relevant to leases and tenancy agreements
  - effect of consumer protection legislation on contracts
  - penalties and remedies available for breaches of consumer protection legislation
  - protection offered to consumers under consumer protection legislation in relation to leases or tenancy agreements
  - rights and obligations of estate agents under consumer protection legislation in relation to the lease of property
- contracts
- ethical practices associated with leases and tenancy agreements
- inspecting tenanted premises
- insurance for managed properties
- rights and obligations of a landlord, agent and tenant during lease or tenancy agreement

- relevant federal, and state or territory legislation and local government regulations relating to:
  - anti-discrimination and equal employment opportunity
  - anti-money laundering
  - consumer protection, fair trading and trade practices
  - employment and industrial relations
  - financial services
  - leasing
  - OHS
  - privacy
  - property management
- rent, including:
  - payment
  - receipting, banking and recording
  - rent arrears
  - rent increases
  - rent reviews
- renewal of leases and tenancy agreements, including:
  - benefits of tenancy renewal
  - renewal strategies relevant to different types of property, such as residential, commercial, industrial and rural
  - scheduling tenancy renewals
  - strategies for gaining tenancy renewals
  - tenancy lease and renewal patterns
- risks associated with renewing and terminating leases and tenancy agreements for managed properties
- leases and tenancy agreements, including:
  - condition report and disclosure statements
  - fixed and periodic
  - format of agreements
  - key features of the different types of leases and tenancy agreements
  - legal obligations of agent, landlord and tenant
  - rents, security deposits and bond moneys
- termination of leases and tenancy agreements, including:
  - relevant documentation
  - rents, security deposits and bond moneys
  - rights of landlords and tenants
  - trust accounts.

## CPPDSM4019A - 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

## Performance Evidence

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities
- analytical skills to interpret documents such as legislation, regulations, contracts of sale and auction rules
- application of risk management strategies associated with preparation for an auction
- computing skills to access agency databases, send and receive emails and complete standard forms online
- decision making and problem solving skills to analyse situations and make decisions that are consistent with legislative and ethical requirements
- literacy skills to access and interpret a variety of texts, including legislation and regulations; prepare general information, papers, formal and informal letters, reports and applications; and complete standard forms
- negotiation skills to assist clients to establish auction marketing plans, reserve price and auction day procedures
- numeracy skills to calculate auction marketing expenses
- planning, organising and scheduling skills to undertake work-related tasks associated with preparing for an auction, including determining staff and equipment requirements
- research skills to identify and locate documents and information relating to the sale of property by auction.

## Knowledge Evidence

- auction day procedures
- auction documentation, including:
  - authorities
  - contracts
  - display
  - statutory and agency documentation
- auction equipment, including:
  - audiovisual equipment
  - bell
  - display boards
  - flags
  - gavel
  - lectern
  - signs
  - stickers
- auction marketing plan, including:
  - advertising and promotional strategies
  - communicating with sellers
  - contact with prospective buyers
  - offers prior to auction submitted by prospective buyers
  - outcomes of auction marketing
  - post-listing conference
  - property descriptions
  - reasons for confirming auction marketing procedures and expenses
- auction process

- follow-up procedures if property is passed in, including:
  - highest bidder
  - other bidders
  - seller
- follow-up procedures if property is sold, including:
  - buyer
  - losing bidder
  - other bidders
  - seller
- negotiation techniques
- preparation of auction area, including:
  - auction equipment
  - distractions and hazards
  - property inspection
  - security
- relevant federal, and state or territory legislation and local government regulations relating to:
  - auctions
  - anti-discrimination and equal employment opportunity
  - consumer protection, fair trading and trade practices
  - employment and industrial relations
  - financial services
  - OHS
  - privacy
  - property sales
- reserve price, including:
  - definition
  - purpose
  - setting
- risks and risk management strategies
- sales data, including:
  - collection techniques
  - reasons for collection
  - types of data
- sales documentation, including:
  - contract for sale of real estate
  - declaration of selling agent
  - finance statement to purchaser
  - receipts for purchase money paid
  - vendor's statement
- records of attendance and interest in auction, including:
  - collection techniques
  - reasons for collection
  - types of data.

## CPPDSM4004A - 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.

### Performance Evidence

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities
- analytical skills to interpret documents such as legislation, regulations, contracts of sale and auction rules
- application of risk management strategies associated with the conduct of an auction
- computing skills to access agency databases, send and receive emails and complete standard forms online
- decision making and problem solving skills to analyse situations and make decisions that are consistent with legislative and ethical requirements
- group communication and presentation skills to conduct an auction
- literacy skills to access and interpret a variety of texts, including legislation and regulations; prepare general information and papers; prepare formal and informal letters, reports and applications; and complete standard forms
- negotiation skills to conduct an auction
- numeracy skills to monitor price movements in the auction process
- planning, organising and scheduling skills to conduct an auction
- research skills to identify and locate documents and information relating to the sale of property by auction.

### Knowledge Evidence

- auction day procedures
- auction documentation, including:
  - authorities' documentation
  - contracts
  - display
  - statutory and agency documentation
- auction equipment, including:
  - audiovisual equipment
  - bell
  - display boards
  - flags
  - gavel
  - lectern
  - signs
  - stickers



- auction marketing plan
- auction process, including:
  - describing property benefits
  - identifying salient features of contract
  - audibly stating the rules and conditions of auction, including vendor bidding
  - calling for bids
  - using vendor bidding as appropriate in line with relevant legislation
  - confirming or renegotiating reserve with seller as appropriate
  - knocking down or passing in property as appropriate
- auction rules, including:
  - advertising auction results
  - auctioneer requirement to identify bidders
  - bidders
  - cooling off
  - disruption of an auction
  - dummy bids
  - estimated selling price
  - follow-up procedures if property is sold or passed in
  - oral information to be provided by auctioneer
  - post-auction information
  - public inspection of auction rules and conditions
  - questioning of auctioneer
  - rebates
  - rules and conditions of auctions
  - vendor bids
- communication and presentation skills
- ethical standards for auctioneers, including:
  - legislative requirements
  - non-legislative codes of ethics
- negotiation techniques
- penalties for breach of auction legislation and regulations
- preparation of auction area
- risks and risk management strategies
- relevant federal, and state or territory legislation and local government regulations relating to:
  - auctions
  - anti-discrimination and equal employment opportunity
  - anti-money laundering
  - consumer protection, fair trading and trade practices
  - employment and industrial relations
  - financial services
  - OHS
  - privacy
  - property sales
- reserve price, including:
  - definition

- purpose
  - setting
- roles and responsibilities of auctioneer.

## **BSBSMB406A - 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.

### **Performance Evidence**

- analytical skills to interpret financial data
- communication skills to negotiate capital and to report on performance
- literacy skills to interpret legal requirements and financial reports
- numeracy skills to calculate costs, prices, profit and other financial information.

### **Knowledge Evidence**

- benchmarking
- financial decision making relevant to the business
- financial indicators
- purpose of financial reports
- preparation and interpretation of budget/actual reports
- principles for preparation of balance sheets and their interpretation
- principles for preparation of profit and loss statements and their interpretation
- stock records/stock control relevant to the business.

## BSBRKG304B - 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

### Performance Evidence

- communication skills to explain and clarify procedures, and to interview users to identify their records/information needs
- literacy skills to read and interpret nature of record content, functions and problems
- problem-solving and analysis skills to identify and manage records.

### Knowledge Evidence

- key provisions of relevant legislation from all forms of government, regulations, standards and documentation that may affect aspects of business operations, such as:
  - AS 5044.1:2002 AGLS Metadata element set
  - AS 5090:2003 Work process analysis for recordkeeping
  - AS ISO 15489:2004 Records management
  - AS ISO 23081.1:2006 Information and documentation - Records management processes - Metadata for records - Principles
  - Australian Stock Exchange(ASX) Principles of Good Corporate Governance
  - ethical principles
  - codes of practice
  - privacy and freedom of information
  - archives and records legislation
  - occupational health and safety
- general principles and processes of records management and records management systems, such as:
  - systems of control
  - records continuum theory
  - mandate and ownership of business process
  - environmental context
  - records characteristics.

## CPPDSM4006A - 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.

### Performance Evidence

- ability to communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities
- analytical skills to interpret documents such as legislation, regulations, trust account records and financial reports
- application of risk management strategies associated with establishing, administering and managing trust accounts
- computing skills to use relevant office technology and software packages
- decision making and problem solving skills to analyse and make decisions about agency trust accounts consistent with legislative and ethical requirements
- literacy skills to access and interpret a variety of texts, including legislation, regulations, trust account records and financial reports; prepare general information and papers; prepare formal and informal letters, reports and applications; and complete standard forms
- numeracy skills to calculate and interpret data contained in trust account records and financial reports
- planning, organising and scheduling skills to monitor and review trust accounts
- research skills to identify and locate documents and information relating to agency trust accounting requirements.

### Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- accounting and bookkeeping for financial control
- agency administrative routines and practices
- agency information technology and management systems
- auditing and reporting requirements
- ethical requirements
- relevant federal, and state or territory legislation and local government regulations relating to:
  - anti-discrimination and equal employment opportunity
  - consumer protection, fair trading and trade practices
  - employment and industrial relations
  - financial services
  - OHS
  - privacy
  - property sales and management
- risks and risk management strategies
- security requirements

- sources of information on agency trust accounting requirements
- taxation and financial fees and charges
- trust accounting, including:
  - audit and security arrangements
  - authorisations
  - documentation of trust records and transactions
  - discrepancies
  - factors that distinguish trust accounts from general agency accounts
  - fiduciary duties and responsibilities for trust account management and associated legal compliance requirements
  - internal control mechanisms in system specifications
  - methods of identifying and reporting discrepancies
  - operating, monitoring, reporting and auditing requirements of trust accounts
  - purpose of trust accounts
  - staff development and training
  - systems design, including fraud control, risk management and supervision of trust account entries and disbursements
  - use of third parties and other professionals to ensure compliance with legislative requirements.

## Resources

Training Learners will be supplied with all applicable training resources apart from any personal writing and note-taking materials they may need. eLearning Learners will be provided with all of their materials via soft-copy over the internet. Correspondence (distance) learning Learners will be mailed parcels containing their appropriate Unit workbook, all associated assessment materials and clear guidelines on how to complete their work and return it for assessment.

## Assessment Guidelines

### Introduction

These Assessment Guidelines provide the endorsed framework for assessment of the units of competency in the BSB07 Business Services Training Package. The Guidelines are designed to ensure that assessment activities are consistent with the Australian Qualifications Framework Standards for Registered Training Organisations and that the assessment processes and outcomes are valid, reliable, flexible and fair. Assessments against the competency standards in this Training Package must be carried out in accordance with these endorsed guidelines.

## Assessment Tools for CPP50307–Diploma of Property Services

The assessment tools developed by ASTC for each of the twenty six (26) units of competency are as follows:

Clusters	Unit Type	Unit Of Competency	Unit Description	AT1 Workbook Activities	AT2 Oral/Written Questions	AT3 Project
Cluster 1	Core	CPPDSM4007A	Identify legal and ethical requirements of property management to complete agency work	✓	✓	✓
	Core	CPPDSM4009B	Interpret legislation to complete agency work	✓	✓	✓
	Core	CPPDSM4015B	Minimize agency and consumer risk	✓	✓	✓
	Core	CPPDSM4008A	Identify legal and ethical requirements of property sales to complete agency work	✓	✓	✓
	Core	CPPDSM4080A	Work in the real estate industry	✓	✓	✓
	Elective	CPPDSM5018A	Ensure a safe workplace in the property industry	✓	✓	✓
Cluster 2	Elective	CPPDSM4017A	Negotiate effectively in property transactions	✓	✓	✓
	Elective	BSBMGT502B	Manage people performance	✓	✓	✓
	Elective	CPPDSM4005A	Establish and build client-agency relationships	✓	✓	✓
	Elective	BSBMGT605B	Provide leadership across the organization	✓	✓	✓
	Elective	CPPDSM4056A	Manage conflict and disputes in the property industry	✓	✓	✓
	Elective	BSBLED401A	Develop teams and individuals	✓	✓	✓
Cluster 3	Elective	CPPDSM4018A	Prepare and present property reports	✓	✓	✓
	Elective	CPPDSM4003A	Appraise property	✓	✓	✓
Cluster 4	Elective	CPPDSM4011A	List property for lease	✓	✓	✓
	Elective	CPPDSM4012A	List property for sale	✓	✓	✓
	Elective	CPPDSM4013A	Market property for lease	✓	✓	✓
	Elective	CPPDSM4014A	Market property for sale	✓	✓	✓
Cluster 5	Elective	CPPDSM4022A	Sell and finalize the sale of property by private treaty	✓	✓	✓
	Elective	CPPDSM4010A	Lease property	✓	✓	✓
	Elective	CPPDSM4016A	Monitor and manage lease or tenancy agreement	✓	✓	✓
	Elective	CPPDSM4019A	Prepare for auction	✓	✓	✓
	Elective	CPPDSM4004A	Conduct auction	✓	✓	✓
Cluster 6	Elective	BSBSMB406A	Manage small business finances	✓	✓	✓
	Elective	BSBRKG304B	Maintain business records	✓	✓	✓
	Core	CPPDSM4006A	Establish and manage agency trust accounts	✓	✓	✓



Assessment Tool:	Type of assessment:	What is assessed:
Activities	<b>Formative assessment AT1</b>	The <b>underpinning knowledge</b> required to undertake the tasks, as outlined in the elements and performance criteria.  Formative assessments will be completed progressively as participants work through their training.  Trainer / assessors will determine how and when these activities should be completed.
Questions	<b>Summative assessment AT2</b>	<b>Required knowledge</b> – evidence collected in response to the theory questions will support participants' competence with regard to the required knowledge.
Projects	<b>Summative assessment AT3 PROJECT</b>	<b>Required knowledge, critical aspects for assessment</b> and, in some cases, <b>required skills</b> – projects will be theoretical or practical.  Evidence collected in response to the project questions and activities will support the judgement of competence.

Resources required to undertake this assessment
<p>Learners must have access to these resources:</p> <ul style="list-style-type: none"> <li>▪ Copies of the activities, questions, projects nominated by the trainer / assessor ( Learner Guide and Learner Workbook and Assessments)</li> <li>▪ Relevant organisational policies, protocols and procedural documents to draw from</li> <li>▪ An appropriate workplace, simulated workplace or prior experience in the workplace</li> <li>▪ Resources normally used in the workplace</li> </ul>
Assessment instructions
<p>Learners should respond to the AT1 and AT2 assessments either verbally or in writing, as agreed with the facilitator/assessor. All written responses should be recorded in the spaces provided (if more space is required attach additional pages) or alternatively submitted in a word document. If learners answer verbally, the facilitator/assessor is to record their answers in detail.</p> <p>Learners should also undertake observable tasks that provide evidence of performance AT3 &amp; AT4. If workplace observation is to take place under the AT3 then the Assessor must provide instruction to learners on what is expected during observation, and arrange a suitable time and location for demonstration of these skills.</p> <p>Learners must fully understand what they are required to do to for assessment, including being advised of the assessment criteria for each of the agreed assessment tasks to be completed then sign the declaration. A learner <b>is not to sign the declaration unless they have a clear understanding of what is expected from them.</b></p>

## Legislative Information

There is no direct link between the “CPP50307– Diploma of Property Services, and licensing, legislative and/or regulatory requirements.”

### The legislation that particularly effects participation in Vocational Education and Training includes:

Commonwealth Legislation:

- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act And National Privacy Principles (2001)
- Skilling Australia's Workforce Bill 2005
- Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005.
- [National Vocational Education and Training Regulator Act 2011](#)

State Based Legislation

- Education and Training Reform Act 2006
- Workers' Compensation Act
- Copyright Act, 1879. 42 Vic No 20 (Reprinted March 1979. And updated August cover sheet only modified 2002)
- Child Wellbeing and Safety Act 2005
- [Working with Children Act 2005](#)
- Australian National Training Authority Act 1992

### General

Commonwealth Legislation

- Competition and Consumer Act 2010
- [Copyright Act 1968](#)
- [Privacy Act 1988](#)
- [Sex Discrimination Act 1984](#)
- Fair Work Act 2009
- Fair Work (Registered Organisations) Act 2009
- Privacy and confidentiality legislation
- Freedom of information legislation

State Legislation:

- Work Health and Safety Act 2011
- Contracts Review Act
- Accident Compensation Amendment Bill 2009
- Transport Accident and Accident Compensation Legislation Amendment Act 2010
- [Equal Opportunity Act 2010](#)
- The Long Service Leave Act 1992

Litigation and Legal Matters

Legislation

- [Crimes Act 1900](#)
- [Civil Liability Act 2002](#)
  - [Evidence Act 1995](#)

**ACKNOWLEDGEMENT DECLARATION**

***(Please Sign and Return this page to Australian Salesmasters Training Co)***

I acknowledge that I, \_\_\_\_\_ have read and fully understand the contents of this Learner Handbook, which outlines the conditions of my rights and responsibilities as a Learner of Australian Salesmasters Training Co Pty Ltd.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name of Witness

\_\_\_\_\_  
Signature of Witness

\_\_\_\_\_  
Date

Please send to any of the following:  
Email: [admin@thesalesmasters.com.au](mailto:admin@thesalesmasters.com.au)  
Post: Attn to Administrative Team  
Australian Salesmasters Training Co.  
PO Box 638, Rosebery NSW 1445  
Fax: 02 9700 8988 Attn to Administrative Team

What type of funding:  
VET FEE-HELP  Smart and Skilled  Fee Paying