



Pre-assessment checklist of Skills and Evidence Application by Participant RPL for the Licensing Course CPPO7 – PROPERTY SERVICES

Document Purpose:

This document is to be used **by the Participant** to gather and record the proof of competencies applied for each unit. This document is also used as an analysis for pre training needs.

NOTE: Participants should document ALL evidence used to establish their required competencies for each subject.

NAME OF PARTICIPANT: _____

NAME OF ASSESSOR (if known): _____

DATE: _____

Recognition of Prior Learning (RPL)

All accredited courses and qualifications offered to students must provide for Recognition of Prior Learning (RPL) against the Elements for each unit or module. Evidence **MUST BE sufficient, current and valid.**

“Recognition of Prior Learning refers to the acknowledgment of skills and knowledge held as a result of formal training, work experience and /or life experience.”

If you can provide sufficient evidence to demonstrate competence **to the standard required by industry, as outlined in the Training Package CPPO7 requirements**, you are able to apply for recognition of competencies regardless of how those competencies were acquired.

To be assessed as competent in a unit you, the applicant/learner must be able to demonstrate competence in all of the Elements and fully satisfy the Performance Criteria for that unit.

There is a separate page for each licensing unit attached to this booklet. Indicate which units you are seeking recognition by RPL and then note what documentary evidence you have to substantiate your claim. If you have other documentary evidence not on the list please note it down on the respective page.

Please note that ALL evidence and/or third party reports must be available to your assessor to verify your claims. 3rd Party Reports: There are some situations in which workplace evidence is required but it is not possible for the assessor to directly observe candidates work or the assessor may wish to have another source on which to base competency. In each of these cases a “Third Party Report” will need to be completed by an observer/supervisor or third party. To supply this evidence, candidates will be required to nominate an appropriate person to complete the Third Party Report which should specify their position and qualifications. It is important to remember that the final assessment decision is made by the assessor, not your third party observer.

Please record the details of the person who supervises or observes your performance of the unit in your job on a day to day basis, who could supply the necessary information on your workplace performance as it relates to each topic.

Fee for RPL: Individual units \$99 each

THEIR NAME: _____

THEIR POSITION: _____

THEIR QUALIFICATIONS: (e.g. licensed) _____

THEIR CONTACT DETAILS: _____

THEIR RELATIONSHIP TO YOU _____

**TO ENSURE YOU HAVE COLLECTED ALL OF THE REQUIRED DOCUMENTS,
TICK OFF EACH UNIT TO SHOW YOUR PROOF OF COMPETENCY.**

CPP07 UNITS OF COMPETENCY

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CPPDSM3019A	(Cert III) Communicate with clients as part of agency operation	
CPPDSM4003A	Appraise property	
CPPDSM4004A	Conduct auction	
CPPDSM4005A	Establish and build client agency relationship	
CPPDSM4006A	Establish and manage agency trust accounts	
CPPDSM4007A	Identify legal and ethical requirements of property management to complete agency work	
CPPDSM4008A	Identify legal and ethical requirements of property sales to complete agency work	
CPPDSM4009A	Interpret legislation to complete agency work	
CPPDSM4010A	Lease Property	
CPPDSM4011A	List property for lease	
CPPDSM4012A	List property for sale	
CPPDSM4013A	Market property for lease	
CPPDSM4014A	Market property for sale	
CPPDSM4015B	Minimise agency and consumer risk	
CPPDSM4016A	Monitor and manage lease or tenancy agreement	
CPPDSM4017A	Negotiate effectively in property transactions	
CPPDSM4019A	Prepare for auction and complete sale	
CPPDSM4022A	Sell and finalise the sale of property by private treaty	
CPPDSM4049A	Implement maintenance plan for managed properties	
CPPDSM4056A	Manage conflict and disputes in the property industry	
CPPDSM4080A	Work in the real estate industry	
BSBRKG304A	Maintain business records	
BSBSMB406A	Mange small business finances	
BSBLED401A	Develop teams and individuals	

EVIDENCE-GATHERING TIPS FOR PARTICIPANTS

This information will help you gather evidence of your competence.

You need to use the evidence to help judge if your current level of competence meets the required standards, and you are then well-prepared to support an application for formal assessment for Recognition of Prior Learning (RPL).

Relevant evidence

Think broadly about what might be considered as evidence. This is particularly true of skills and knowledge you have developed away from your work.

Often people seeking assessment do not include available evidence which could have helped to substantiate their claim because they did not think it was relevant. If you are unsure whether your evidence is relevant or not, check with a supervisor, coach, workplace assessor or trainer.

Types of evidence

Evidence can include:

- Copies of reports or job cards which you have completed that relate to the units of competency you want to be assessed
- Oral or written records from workmates and supervisors (and in some cases clients) on how well you have previously performed the work related to the units of competency
- Photographic or physical evidence of jobs that you have successfully completed which relate to the units of competency
- Certificates or statements of attendance for courses you have completed which relate to the units of competency
- Awards or trophies.

CPPDSM4003A Appraise property

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.

1. Research property.

2. Appraise sale price range or rental value of property for listing purposes.
3. Present information.

A person who demonstrates competency in this unit must be able to provide evidence of:

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

Documentary evidence can include:

- Detailed CV with references
- Detailed job description
- Statements or certificates of formal or informal training
- Copies of appraisal reports outlining property and market conditions.
- Documentation relevant to market information such as types of properties in area, demographic information, prospective buyer data, sales and rental reports.
- Presentation kits.
- Comparative data reports for property sales and rentals.
- Copies of source information relating to financial markets and trends, vacancy and absorption rates, analysts reports.
- Written market analysis reports
- Audiovisual or verbal presentation of appraisal reports
- Client surveys and lists/databases of property values
- Third party evidence from supervisor

Participant's Comments (if any):

Participant's Signature _____ **Date** _____

CPPDSM4004A
Conduct auction

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.

1. Conduct auction.

A person who demonstrates competency in this unit must be able to provide evidence of:

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

Documentary evidence can include:

- Detailed CV with references
- Detailed job description
- Statements or certificates of formal or informal training
- Copies of completed auction authorities and vendor instructions.
- Copies of correspondence confirming information regarding the auction process and procedures and any follow up procedures.
- Copies of auction advertising aids and promotional materials.
- Correspondence relating to the sale of the property, price of the property, reserve price agreement and terms of contract.
- Copies of completed contracts for sale of property.
- A copy of a bidders register.
- Videotapes/DVD
- Third party reports
- Demonstration
- Third party evidence from supervisor

Participant's Comments (if any):

Participant's Signature _____ **Date** _____

CPPDSM4005A
Establish and build client-agency relationships

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.

1. Communicate effectively with clients.
2. Implement client–agency relationship management strategies.
3. Implement agency client care and client service standards.
4. Implement personal marketing strategies.
5. Build ongoing relationships with clients.

A person who demonstrates competency in this unit must be able to provide evidence of:

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

Documentary evidence can include:

- Detailed CV with references
- Detailed job description
- Statements or certificates of formal or informal training
- Copies of documents confirming client instructions.
- Copies of correspondence in relation to conflicts of interest.
- Copies of agency policy and procedures for entering into agreements and contracts, taking and acting on instructions, customer service, conflicts of interest, delegation of responsibilities and terminating contracts.
- Copies of client complaints and resolutions and client testimonials relevant to the satisfaction of services provided.
- Copies of certificates of qualifications or course relevant to the unit outcomes.
- Business correspondence
- Videotapes of critical incident role-plays
- Third party evidence from supervisor.

Participant’s Comments (if any):

Participant’s Signature _____ **Date** _____

CPPDSM4006A
Establish and manage agency trust accounts

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.

1. Review agency trust accounts for compliance with trust account requirements.
2. Establish and maintain trust accounts.
3. Manage and control trust accounts.
4. Monitor and review trust accounts.
5. Authorise and verify trust accounts.

A person who demonstrates competency in this unit must be able to provide evidence of:

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

Documentary evidence can include:

- Detailed CV with references
- Detailed job description
- Statements or certificates of formal or informal training
- Trust account journals and ledgers.
- Trust account cash receipts and payments.
- Copies of agency commissions and payments.
- Copies of agency policy and procedures in relation to trust accounts.
- Copies of security procedures and policies.
- Copies of qualifications or courses attended relevant to the unit outcomes.
- Copies of certified audit reports
- Third party evidence from supervisor.

Participant's Comments (if any):

Participant's Signature _____ **Date** _____

CPPDSM4009A

Interpret legislation to complete agency work

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.

- 1. Identify legal principles and legislative requirements affecting real estate operations.
- 2. Interpret legislative requirements affecting real estate operations.
- 3. Identify changes to legislation and regulations affecting agency operations.
- 4. Comply with relevant industry codes.
- 5. Maintain records of legislation and industry codes.

A person who demonstrates competency in this unit must be able to provide evidence of:

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

Documentary evidence can include:

- Detailed CV with references
- Detailed job description
- Statements or certificates of formal or informal training
- Third party evidence from supervisor
- Produce all amendments affecting the Property Stock and Business Agents Act 2002 within the past 6 months

Participant's Comments (if any):

Participant's Signature _____ **Date** _____

CPPDSM4010A
Lease property

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.

1. Screen tenant enquiries.
2. Undertake property inspection.
3. Obtain and review tenancy applications.
4. Complete tenancy documentation and place tenant in property.
5. Record tenancy arrangements.

A person who demonstrates competency in this unit must be able to provide evidence of:

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

Documentary evidence can include:

- Detailed CV with references
- Detailed job description
- Statements or certificates of formal or informal training
- Copies of the Residential Tenancy Agreement –Parts 1 and 2, and completed Bond Forms.
- Copies of completed applications for tenancy forms.
- Copies of marketing aids that the candidate has developed.
- Copies of documentation relating to reference checks.
- Copies of correspondence between agent and landlord, and between agent and tenant.
- Copies of financial documentation relevant to the lease of property including rent roll/registers, disbursements for management fees, repairs and maintenance etc.
- Third party evidence from supervisor

Participant's Comments (if any):

Participant's Signature _____ **Date** _____

CPPDSM4011A
List property for lease

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.

1. Promote agency's property management services.
2. Establish client requirements.
3. Plan property listing presentation.
4. Deliver property listing presentation.
5. Finalise property listing.
6. Record and act on instructions.

A person who demonstrates competency in this unit must be able to provide evidence of:

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

Documentary evidence can include:

- Detailed CV with references
- Detailed job description
- Statements or certificates of formal or informal training
- A Listing kit or listing presentation documentation.
- Copies of comparative leased data to substantiate price estimate.
- Completed listing agreements.
- Portfolio of current market/ media reports regarding the trends in the marketplace with regard to availability of rental property versus demand.
- Agency policy and procedures and legislative requirements for disclosure, conflict of interest, and beneficial interest.
- Correspondence to landlords relevant to the listing process.

Participant's Comments (if any):

Participant's Signature _____ **Date** _____

CPPDSM4012A
List property for sale

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.

1. Prospect for property listings.
2. Establish client requirements.
3. Plan property listing presentation.
4. Deliver property listing presentation.

A person who demonstrates competency in this unit must be able to provide evidence of:

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

Documentary evidence can include:

- Detailed CV with references
- Detailed job description
- Statements or certificates of formal or informal training
- A Listing kit or listing presentation documentation.
- Copies of comparative sales data to substantiate price estimate.
- Copies of documentation relevant to prospecting activities.
- Completed listing agreements.
- Copies of correspondence with external stakeholders
- Portfolio of current market/media reports regarding the trends in the marketplace with regard to: buyer interest, clearance rates at auctions, changes to interest rates, availability of rental property versus demand.
- Agency policy and procedures and legislative requirements for disclosure, conflict of interest, and beneficial interest.
- Correspondence to vendors/landlords relevant to the listing process.
- Third party evidence from supervisor.

Participant's Comments (if any):

Participant's Signature _____ **Date** _____

CPPDSM4013A
Market property for lease

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.

1. Develop marketing plan for property.
2. Check marketing materials.
3. Implement marketing activities.
4. Review and report on marketing activities and plan.

A person who demonstrates competency in this unit must be able to provide evidence of:

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

Documentary evidence can include:

- Detailed CV with references
- Detailed job description
- Statements or certificates of formal or informal training
- Copies of marketing plans including budgets, promotional strategies, advertising materials.
- Copies of correspondence with vendor/ landlords in relation to the marketing of the property.
- Copies of listing reports.
- Copies of agency policy and procedures for marketing and promoting properties.
- Documentation relevant to the marketing and promotional activities provided to internal stakeholders.
- Copies of attendance at courses or copies of relevant qualifications appropriate to the unit outcomes.
- Project reports/assignments including marketing and promotional kits produced by the candidate as an individual or as part of a team
- Third party evidence from supervisor.

Participant's Comments (if any):

Participant's Signature _____ **Date** _____

More Evidence Required **Assessors Signature** _____ **Date** _____

CPPDSM4014A
Market property for sale

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.

1. Develop marketing plan for property.
2. Check marketing materials.
3. Implement marketing activities.
4. Review and report on marketing activities and plan.

A person who demonstrates competency in this unit must be able to provide evidence of:

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

Documentary evidence can include:

- Detailed CV with references
- Detailed job description
- Statements or certificates of formal or informal training
- Copies of marketing plans including budgets, promotional strategies, advertising materials.
- Copies of correspondence with vendor/ landlords in relation to the marketing of the property.
- Copies of listing reports.
- Copies of agency policy and procedures for marketing and promoting properties.
- Documentation relevant to the marketing and promotional activities provided to internal stakeholders.
- Copies of attendance at courses or copies of relevant qualifications appropriate to the unit outcomes.
- Project reports/assignments including marketing and promotional kits produced by the candidate as an individual or as part of a team
- Third party evidence from supervisor.

Participant's Comments (if any):

Participant's Signature _____ **Date** _____

CPPDSM4015A
Minimise agency and consumer risk

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.

1. Identify potential risks to agency and clients.
2. Analyse causes and potential impact of risks on agency, clients and other stakeholders.
3. Implement agency procedures and systems to minimise risk.
4. Implement agency procedures and systems to minimise consumer risk.

A person who demonstrates competency in this unit must be able to provide evidence of:

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

Documentary evidence can include:

- Detailed CV with references
- Detailed job description
- Statements or certificates of formal or informal training
- Copies of agency policy and procedures implemented to manage risk, including identification, analysis, measurement and control measures that the candidate has developed
- Copies of relevant insurance documentation and copies of agency systems procedures, including staff use of information management systems, organisational procedures, company operations manuals, and confidentiality, security and privacy procedures that the candidate has developed
- Copies of certificates of attendance at other training relevant to the unit outcomes
- Third party evidence from supervisor

Participant's Comments (if any):

Participant's Signature _____ **Date** _____

CPPDSM4016A
Monitor and manage lease or tenancy agreement

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.

1. Implement conditions of lease or tenancy agreement.
2. Respond to enquiries from tenants and landlords.
3. Plan for renewal of leases and tenancy agreements.
4. Manage renewals of leases and tenancy agreements.
5. Manage termination of lease or tenancy agreement on behalf of landlord.

A person who demonstrates competency in this unit must be able to provide evidence of:

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

Documentary evidence can include:

- Detailed CV with references
- Detailed job description
- Statements or certificates of formal or informal training
- Correspondence between agent, landlord & tenant
- Copies of a Maintenance register and Trade-person register.
- Copies of completed application to CTTT.
- Copies of Management Agency Agreement and copies of different types of Leases.
- Copies of landlord Trust Account reports and financial documentation.
- Third party evidence from supervisor
- Note: documents for this unit must not contain any confidential information and must be verified as authentic and developed by the candidate.

Participant's Comments (if any):

Participant's Signature _____ **Date** _____

CPPDSM4017A
Negotiate effectively in property transactions

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.

1. Establish needs and expectations of relevant parties.
2. Negotiate with parties involved in property transactions to reach a desired outcome.
3. Manage potential and real disputes with parties to property transactions.

A person who demonstrates competency in this unit must be able to provide evidence of:

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

Documentary evidence can include:

- Detailed CV with references
- Detailed job description
- Statements or certificates of formal or informal training
- Documentation relevant to the sales process such as copies of offers to purchaser and contracts for sale of property.
- Sales advice.
- Financial documentation such as deposit receipts and financial statements.
- Copies of client satisfaction surveys and testimonials relevant to the satisfaction of services provided.
- Copies of declarations of the selling agent.
- Third party evidence from supervisor.

Participant's Comments (if any):

Participant's Signature _____ **Date** _____

CPPDSM4019A
Prepare for auction and complete sale

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.

1. Implement auction marketing plan.
2. Prepare auction documentation.
3. Plan auction day procedures.

A person who demonstrates competency in this unit must be able to provide evidence of:

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

Documentary evidence can include:

- detailed CV with references
- detailed job description
- statements or certificates of formal or informal training
- Detailed planning and marketing strategy for auction
- Auction Agency Agreement
- Contract for sale by auction
- Budget agreement
- Legislative requirements for auction notices
- Legislative requirements for bidders register
- Bidders guide
- Third party evidence from supervisor

Participant's Comments (if any):

Participant's Signature _____ **Date** _____

Sell and finalise the sale of property by private treaty

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.

1. Qualify buyer
2. Arrange property inspection for potential buyer.
3. Deliver effective sales presentation.
4. Submit offer and negotiate property sale.
5. Maintain communication with seller.
6. Manage contract to settlement.
7. Prepare documentation for agency disbursements.
8. Decide on future contacts with prospects.
9. Maintain client relationships.

A person who demonstrates competency in this unit must be able to provide evidence of:

- arranging and conducting property inspections for potential buyers
- completing standard and statutory documentation associated with the sale of property
- knowledge and application of approaches for qualifying buyers
- knowledge of agency practice, ethical standards and legislative requirements affecting the sale of property and requirements associated with the transfer of ownership required for the legal sale of all types of property and businesses
- knowledge of consumer protection principles that impact on the sale of property
- maintaining business records associated with the sale of property
- maintaining communications with sellers and buyers throughout the sale process
- negotiating the sale of property with sellers and buyers
- planning and delivering effective sales presentations to facilitate the sale of property
- knowledge of agency practice and legislative requirements associated with agency disbursements
- managing contracts for sale of property to settlement
- monitoring the lodgement of documents for the correct transfer of ownership required for a legal sale of all types of property and businesses
- preparing documentation for agency disbursements.

Documentary evidence can include:

- Detailed CV with references
- Detailed job description
- Statements or certificates of formal or informal training
- Financial documentation such as copies of receipts for deposits, statements of release of deposits, copies of all disbursements and financial transactions related to the sale, copies of commission and fee payments.
- Copies of completed contracts of sale.
- Copies of documents requesting authorisations.
- Sales advice.
- Copies of correspondence related to the settlement processes and procedures.
- Copies of internal and external client satisfaction surveys and testimonials
- Third party evidence from supervisor

Participant's Comments (if any):

Participant's Signature

Date

CPPDSM4049A

Implement maintenance plan for managed properties

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

1. Determine property maintenance requirements.
2. Develop property maintenance plan.
3. Establish key register. 3.1 Key register system is established, administered and maintained in line with agency practice.
4. Implement property maintenance plan.
5. Monitor security of managed properties.
6. Review property maintenance plan.

A person who demonstrates competency in this unit must be able to provide evidence of:

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

Documentary evidence can include:

- detailed CV with references
- detailed job description
- statements or certificates of formal or informal training
- Third party evidence from supervisor
- Property Maintenance Plan
- Procedures for securing suitable maintenance contractors
- Procedures for maintaining a key register
- Procedures for security of managed properties
- Legislative requirements for managed properties

Participant's Comments (if any):

Participant's Signature _____ **Date** _____

CPPDSM4056A
Manage conflict and disputes in the property industry

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.

1. Assess conflict or dispute.
2. Negotiate resolution.
3. Evaluate response.

A person who demonstrates competency in this unit must be able to provide evidence of:

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

Documentary evidence can include:

- detailed CV with references
- detailed job description
- statements or certificates of formal or informal training
- Third party evidence from supervisor
- Policy and procedures for recording, managing and resolving disputes
- Ethical requirements in managing conflict and disputes
- Correspondence of conflict and disputes and the resolutions

Participant's Comments (if any):

Participant's Signature _____ **Date** _____

BSBRKG304B
Maintain business records

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.

1. Collate business records
2. Update business or records system
3. Prepare reports from the business or records system

A person who demonstrates competency in this unit must be able to provide evidence of:

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

Documentary evidence can include:

- Detailed CV with references
- Detailed job description
- Statements or certificates of formal or informal training
- Copies of general financial records such as journals, ledgers, reconciliation reports and statements.
- Copies of taxation reports and other statutory requirements such as BAS statements.
- Copies of profit and loss records and reports.
- Documentation relevant to financial reporting such as cash flow analysis, projected sales and revenue targets.
- Trust account documentation and records of disbursements.
- Reports from peers and supervisors relevant to the unit outcomes.
- Copies of attendance at courses or copies of relevant qualifications.
- Third party evidence from supervisor

Participant's Comments (if any):

Participant's Signature _____ **Date** _____

BSBSMB406A
Manage small business finances

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.

1. Implement financial plan
2. Monitor financial performance

A person who demonstrates competency in this unit must be able to provide evidence of:

- Development, implementation and review of strategies for the ongoing management of finance
- Maintenance of day-to-day financial management of the business as well as implementation of broad financial strategies
- Knowledge of purpose of financial reports.

Documentary evidence can include:

- Detailed CV with references
- Detailed job description
- Statements or certificates of formal or informal training
- Financial plans (short and long term).
- Agency accounts, journals, registers and ledgers.
- Cost benefit analysis for each cost centre/service.
- Financial schedules, reconciliations and reports.
- Budgets.
- Processes for evaluating financial management systems.
- Reports from peers, supervisors or clients on efficiency of the financial management system.
- Workplace projects or assignments directly related to the unit outcomes
- Third party evidence from supervisor

Participant's Comments (if any):

Participant's Signature _____ **Date** _____

Develop teams and individuals

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.

1. Determine development needs
2. Develop individuals and teams
3. Monitor and evaluate workplace learning

A person who demonstrates competency in this unit must be able to provide evidence of:

- Identifying and implementing learning opportunities for others
- Giving and receiving feedback from team members to encourage participation in and effectiveness of team
- Creating learning plans to match skill needs
- Knowledge of relevant legislation.

Documentary evidence can include:

- Detailed CV with references
- Detailed job description
- Statements or certificates of formal or informal training
- Documentation on the development of a workplace training needs analysis.
- Job descriptions/duty statements linked to relevant industry competency standards for specific job roles.
- Industry competency standards relevant to each job role.
- Records of formal and informal learning and assessment plans and mentoring and coaching strategies.
- Business plans and strategies incorporating professional development.
- Performance appraisal documents for agency and staff.
- Training attendance records and certificates.
- Job rotation plans and schedules.
- Third party evidence from supervisor

Participant's Comments (if any):

Participant's Signature _____ **Date** _____

THIRD PARTY EVIDENCE FORM

Name of candidate _____

Unit(s) of competency _____

As part of the assessment for the units of competency, we are seeking evidence to support a judgement about the candidate's competency such as this report from the supervisor and other people who work closely with the candidate.

Name of supervisor _____

Workplace _____

Address _____

Phone _____ Email _____

Have you read the units of competency that you are commenting on? Yes/No

Has the assessor explained the purpose of the candidate's assessment? Yes/No

Are you aware that the candidate will see a copy of this form? Yes/No

Are you willing to be contacted should further verification of this statement be required? Yes/No

What is your relationship to the candidate? _____

How long have worked with the person being assessed? _____

How closely do you work with the candidate in area being assessed?

What technical experience and/or qualification(s) do you have in the area being assessed?

Does the candidate:

Perform job tasks to an acceptable level? Yes/No

Manage job tasks effectively? Yes/No

Implement legislatively-correct practices? Yes/No

Solve problems on the job? Yes/No

Work well with others? Yes/No

Find it easy to move to new tasks? Yes/No

Cope with unusual or non-routine situations? Yes/No

Any other comments

Supervisor signature _____ Date: _____

Thank you for your assistance.