



**Property  
Training  
Solutions**

**Competency Self Assessment**

**CPP40307**

**Certificate IV in Property Services (Real Estate)**

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## Competency Self Assessment

This Competency Self Assessment is a self-evaluation tool, designed to help you identify your skills and knowledge and match it against the elements and criteria specified for each unit of competency in the CPP40307 – Certificate IV in Property (Real Estate) qualification.

If you are intending to use this qualification to obtain your Real Estate Licence please note that whilst the qualification has been aligned as closely as possible to licence requirements you may need to undertake further studies or demonstrate your competency in additional units. This will depend upon any changes in state legislation that may come into force, and is beyond the control of Property Training Solutions.

There are a number of ways in which you will be able to prove your competency:

1. Undertaking a course of study in a Unit of Competency, and subsequently answering assessment questions, investigating case studies, or undertaking projects.
2. You may already have sufficient experience, knowledge skills and evidence to demonstrate you are competent, in which case you may apply for Recognition of Prior Learning (RPL). Your RPL assessment will be supplemented by verbal questioning, third party (or supervisor) reports or demonstration / role play.

The Competency Self Assessment will help you to identify your training needs and determine the best method of training and assessment for you in each of the Units of Competency.

For each unit of competency you should consider your experience, skills and knowledge, carefully, and answer all the questions honestly.

Then please complete the declaration below and return the whole booklet to the address below:

**Property Training Solutions**  
**PO Box 7202**  
**South Sydney Business Hub**  
**Alexandria NSW 2015**

Upon receipt, your competency self assessment will be reviewed by a qualified assessor and, in accordance with the guidelines of the CPP07 Property Services Training Package and the Australian Quality Training Framework Standards, we will agree with you a personalised training and assessment plan.

I confirm that the information provided in this Competency Self Assessment is a true and accurate representation of my vocational competency

Name:

Signature:

Date

Employer:

Phone - Work:  Mobile:

Email address:

## Overview – Training and Experience

<b>Current length of experience in the real estate industry:</b> _____ months / years					
<b>Current role:</b>	<input type="checkbox"/> Sales	<input type="checkbox"/> Property Management	<input type="checkbox"/> Admin/Support	<input type="checkbox"/> Management	
<b>Real Estate sector:</b>	<input type="checkbox"/> Retail	<input type="checkbox"/> Commercial	<input type="checkbox"/> Industrial	<input type="checkbox"/> Residential	
<b>Your Training:</b> Please answer these questions in relation to your formal training in the Real Estate industry			<b>Yes</b>	<b>No</b>	<b>Not Sure</b>
Do you hold a <b>current</b> NSW Certificate of Registration?					
Have you completed training at an Accredited Training Institution or RTO?					
Have you completed formal training provided by your agency group or franchisor?					
Have you attended other industry seminars or workshops in relation to your role?					
Have you been awarded any qualification, accreditation or certification by an Industry Body, Association or Regulatory Authority?					
Are you able to provide results, transcripts or other evidence of training or accreditation that you have completed?					
Are you able to provide evidence of other professional development you have undertaken?					
<b>Work Experience:</b> <b>I have current experience in the following areas of real estate practice?</b>			<b>Yes</b>	<b>No</b>	<b>Not Sure</b>
Appraising and listing properties for lease					
Leasing property					
Managing property					
Managing repairs, maintenance and tenancy issues					
Managing disputes and attending tribunal					
Appraising and listing properties sale by private treaty					
Appraising and listing properties sale by auction					
Marketing and promotion of properties for sale or lease					
Selling property by private treaty					
Selling and finalising the sale of property by auction					
Conducting (calling) auctions					
Providing written advice to clients and customers about building and construction styles, methods, defects, improvements and benefit analysis.					
Managing risks to the agency, clients and customers					
Developing training plans; providing training, mentoring, and personal development to both teams and individuals					
Managing agency and business finances and financial reporting					
Establishing and managing agency trust accounts					
Other (specify)					

**CPPDSM3019A – Communicate with clients as part of agency operations**

This unit of competency specifies the outcomes required to interact and build relationships with clients as part of agency operations. It includes developing rapport with clients, handling initial client enquiries, establishing and maintaining a client database and dealing with client complaints and problems.

Step 1.	<b>Assess your skills, knowledge, abilities, and against the elements and critical aspects of competency.</b>	
<b>Elements</b> (Elements describe the essential outcomes of a unit of competency)	<b>Yes</b>	<b>No</b>
1 Establish rapport with clients	<input type="checkbox"/>	<input type="checkbox"/>
2 Handle initial client enquiries	<input type="checkbox"/>	<input type="checkbox"/>
3 Maintain and use client database	<input type="checkbox"/>	<input type="checkbox"/>
4 Deal with client complaints and problems	<input type="checkbox"/>	<input type="checkbox"/>
<b>Critical aspects of competency</b>	<b>Yes</b>	<b>No</b>
Application of agency policies and procedures, and relevant legislative requirements in regard to dealing with clients	<input type="checkbox"/>	<input type="checkbox"/>
Application of knowledge of agency services to enhance client support	<input type="checkbox"/>	<input type="checkbox"/>
Development of client commitment to agency and building return custom by establishing rapport and a relationship with client, maintaining professional ethics, and accurately discerning client needs, requirements and preferences	<input type="checkbox"/>	<input type="checkbox"/>
Establishment and maintenance client records and details, maintaining client confidentiality, ensuring secure storage of client records and using client records to maximise client interest in agency services	<input type="checkbox"/>	<input type="checkbox"/>
Resolution of client complaints by acknowledging problems and supporting client in arriving at positive outcomes and obtaining mutually acceptable complaint resolution	<input type="checkbox"/>	<input type="checkbox"/>
Use of effective questioning, listening and observation skills to determine client requirements accurately	<input type="checkbox"/>	<input type="checkbox"/>

Step 2.	<b>Answer the questions below in relation to this unit of competency</b>	
1. How many buyers / prospective tenants are currently on your database?		
2. How many prospective sellers / landlords are currently on your database?		
3. Do you have sufficient underpinning knowledge of real estate practice and legislation to meet all the above criteria?		
4. Do you think you would benefit from further training in specific areas before being assessed? (If Yes, provide details below)		
5. Do you have a good working knowledge of any commonwealth or state legislation that applies to this unit?		
6. Do you have sufficient knowledge and understanding to carry out all the above elements and critical aspects of competency?		
7. Do you have sufficient current, valid and authentic evidence to support an application for assessment via recognition of recognition?		
Notes / Comments		

**CPPDSM4080A – Work in the real estate industry**

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.

Step 1.	Assess your skills, knowledge, abilities, and against the elements and critical aspects of competency.		
Elements (Elements describe the essential outcomes of a unit of competency)	Yes	No	
1. Develop knowledge of estate agency operations	<input type="checkbox"/>	<input type="checkbox"/>	
2. Interpret and comply with legislative and agency requirements	<input type="checkbox"/>	<input type="checkbox"/>	
3. Model ethical practice	<input type="checkbox"/>	<input type="checkbox"/>	
4. Identify industry employment requirements	<input type="checkbox"/>	<input type="checkbox"/>	
Critical aspects of competency	Yes	No	
▲ Application and knowledge of the ethical and conduct standards relevant to licensed real estate agents, real estate representatives and support staff	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Application and knowledge of the key operations of estate agencies and the roles and responsibilities of agency personnel	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Knowledge of legislation and the regulatory framework relevant to real estate agency, including the roles and functions of government regulatory agencies and industry bodies	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Application and knowledge of the key principles of consumer protection and privacy legislation	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Knowledge of the agency principal relationship	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Application and knowledge of employment requirements for estate agents, including the rights and responsibilities of employers and employees	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Application and knowledge of the licensing and eligibility requirements for estate agents and other employees, and penalties associated with related offences	<input type="checkbox"/>	<input type="checkbox"/>	

Step 2.	Answer the questions below in relation to this unit of competency	
1. Do you have sufficient underpinning knowledge of real estate practice and legislation to meet all the above criteria?		
2. Do you think you would benefit from further training in specific areas before being assessed? (If Yes, provide details below)		
3. Do you have a good working knowledge of any commonwealth or state legislation that applies to this unit?		
4. Do you have sufficient knowledge and understanding to carry out all the above elements and critical aspects of competency?		
5. Do you have sufficient current, valid and authentic evidence to support an application for assessment via recognition of recognition?		
Notes / Comments		

**CPPDSM4007A – Identify legal and ethical requirements of property management to complete agency work**

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.

<b>Step 1. Assess your skills, knowledge, abilities, and against the elements and critical aspects of competency.</b>			
<b>Elements</b> (Elements describe the essential outcomes of a unit of competency)		<b>Yes</b>	<b>No</b>
1.	Apply knowledge of property management	<input type="checkbox"/>	<input type="checkbox"/>
2.	Develop knowledge of property management process	<input type="checkbox"/>	<input type="checkbox"/>
3.	Handle moneys in accordance with legislative requirements	<input type="checkbox"/>	<input type="checkbox"/>
4.	Identify roles and responsibilities of agency personnel in property management	<input type="checkbox"/>	<input type="checkbox"/>
5.	Use key register	<input type="checkbox"/>	<input type="checkbox"/>
<b>Critical aspects of competency</b>		<b>Yes</b>	<b>No</b>
▲	Ability to communicate effectively and accurately with clients	<input type="checkbox"/>	<input type="checkbox"/>
▲	Accurately completing statutory and agency residential tenancy documentation, including authority, leasing and termination documents	<input type="checkbox"/>	<input type="checkbox"/>
▲	Knowledge of ethical and conduct standards and key principles of consumer protection, equal employment opportunity and privacy in relation to the leasing and management of property	<input type="checkbox"/>	<input type="checkbox"/>
▲	Knowledge of the process of leasing and managing property	<input type="checkbox"/>	<input type="checkbox"/>
▲	Knowledge of legislation and the regulatory framework relevant to the leasing and management of property	<input type="checkbox"/>	<input type="checkbox"/>
▲	Knowledge of the role, rights and responsibilities of the agent and tenant	<input type="checkbox"/>	<input type="checkbox"/>
▲	Using and maintaining a key register	<input type="checkbox"/>	<input type="checkbox"/>

<b>Step 2. Answer the questions below in relation to this unit of competency</b>	
1.	How many properties are you currently managing?
2.	In what capacity do you manage these properties? Eg. Portfolio manager / property manager / property officer
3.	Do you have sufficient underpinning knowledge of real estate practice and legislation to meet all the above criteria?
4.	Do you think you would benefit from further training in specific areas before being assessed? (If Yes, provide details below)
5.	Do you have a good working knowledge of any commonwealth or state legislation that applies to this unit?
6.	Do you have sufficient knowledge and understanding to carry out all the above elements and critical aspects of competency?
7.	Do you have sufficient current, valid and authentic evidence to support an application for assessment via recognition of recognition?
Notes / Comments	

**CPPDSM4008A – Identify legal and ethical requirements of property sales to complete agency work**

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.

Step 1.	<b>Assess your skills, knowledge, abilities, and against the elements and critical aspects of competency.</b>	
<b>Elements</b> (Elements describe the essential outcomes of a unit of competency)	<b>Yes</b>	<b>No</b>
1. Develop knowledge of property sales	<input type="checkbox"/>	<input type="checkbox"/>
2. Develop knowledge of sales process	<input type="checkbox"/>	<input type="checkbox"/>
3. Identify roles and responsibilities of sales personnel	<input type="checkbox"/>	<input type="checkbox"/>
<b>Critical aspects of competency</b>	<b>Yes</b>	<b>No</b>
▲ Ability to communicate effectively and accurately with clients	<input type="checkbox"/>	<input type="checkbox"/>
▲ Application and knowledge of ethical and conduct standards and key principles of consumer protection and privacy in relation to the sale of property	<input type="checkbox"/>	<input type="checkbox"/>
▲ Application and knowledge of the sales process, including ways of obtaining listings, methods of selling property, strategies for marketing property, and the process for settling the sale of property	<input type="checkbox"/>	<input type="checkbox"/>
▲ Application and knowledge of accurately completing statutory and agency sales documentation, including authorities and contracts	<input type="checkbox"/>	<input type="checkbox"/>
▲ Application and knowledge of the legislation and regulatory framework relevant to the sale of property	<input type="checkbox"/>	<input type="checkbox"/>
▲ Application and knowledge of the role and responsibilities of the agent in the sale of property, including the legislative restrictions on agents purchasing property and the controls and sanctions associated with secret commissions	<input type="checkbox"/>	<input type="checkbox"/>

Step 2.	<b>Answer the questions below in relation to this unit of competency</b>	
1. How many of <b>your own</b> listings are you currently marketing and selling?		
2. How many of <b>your own</b> listings have sales agreed but not yet exchanged or that have exchanged but not yet settled (completed)?		
3. Do you have sufficient underpinning knowledge of real estate practice and legislation to meet all the above criteria?		
4. Do you think you would benefit from further training in specific areas before being assessed? (If Yes, provide details below)		
5. Do you have a good working knowledge of any commonwealth or state legislation that applies to this unit?		
6. Do you have sufficient knowledge and understanding to carry out all the above elements and critical aspects of competency?		
7. Do you have sufficient current, valid and authentic evidence to support an application for assessment via recognition of recognition?		
Notes / Comments		

<b>CPPDSM4003A – Appraise property</b>
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.

<b>Step 1.</b>	<b>Assess your skills, knowledge, abilities, and against the elements and critical aspects of competency.</b>		
<b>Elements</b> (Elements describe the essential outcomes of a unit of competency)	<b>Yes</b>	<b>No</b>	
1. Research property	<input type="checkbox"/>	<input type="checkbox"/>	
2. Appraise sale price range or rental value of property for listing purposes	<input type="checkbox"/>	<input type="checkbox"/>	
3. Present information	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Critical aspects of competency</b>	<b>Yes</b>	<b>No</b>	
▲ Appraising the sale price range or rental value of property for listing purposes	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Gathering and researching information on property for use in conducting appraisals	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Identifying the limitations of property appraisals and sourcing specialist advice as required in line with agency practice	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Knowledge of agency practice, ethical standards and legislative requirements associated with appraising the sale price range or rental value of property for listing purposes	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Knowledge of different property appraisal methods	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Maintaining agency property records with due regard to client confidentiality in line with agency practice and legislative requirements	<input type="checkbox"/>	<input type="checkbox"/>	
▲ 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	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Using appropriate methods for appraising the sale price range or rental value of property	<input type="checkbox"/>	<input type="checkbox"/>	

<b>Step 2.</b>	<b>Answer the questions below in relation to this unit of competency</b>	
1.	How many properties have you personally appraised in the last 6 months? Indicate whether these are sales or property management appraisals	
2.	Do you have sufficient underpinning knowledge of real estate practice and legislation to meet all the above criteria?	
3.	Do you think you would benefit from further training in specific areas before being assessed? (If Yes, provide details below)	
4.	Do you have a good working knowledge of any commonwealth or state legislation that applies to this unit?	
5.	Do you have sufficient knowledge and understanding to carry out all the above elements and critical aspects of competency?	
6.	Do you have sufficient current, valid and authentic evidence to support an application for assessment via recognition of recognition?	
Notes / Comments		

**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 in preparation for the auction and complete follow-up procedures after the auction sale are addressed in CPPDSM4019A Prepare for auction and complete sale.

Step 1.	<b>Assess your skills, knowledge, abilities, and against the elements and critical aspects of competency.</b>		
<b>Elements</b> (Elements describe the essential outcomes of a unit of competency)	<b>Yes</b>	<b>No</b>	
1. Implementation of auction day procedures is confirmed to ensure that auction is conducted in a manner that is consistent with agency practice, ethical standards and legislative requirements	<input type="checkbox"/>	<input type="checkbox"/>	
2. Auction arrangements are confirmed in briefing with selling agent in line with agency practice	<input type="checkbox"/>	<input type="checkbox"/>	
3. Auction process is professionally conducted to establish the optimum price possible for the property from the buyers in attendance	<input type="checkbox"/>	<input type="checkbox"/>	
4. Appropriate communication and presentation skills are used in conducting the auction	<input type="checkbox"/>	<input type="checkbox"/>	
5. Price movements are monitored during the auction process	<input type="checkbox"/>	<input type="checkbox"/>	
6. Questions from bidders and others engaged in the auction are answered honestly in line with agency practice, ethical standards and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	
7. Auction is conducted in a manner consistent with agency practice, ethical standards and legislative requirements	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Critical aspects of competency</b>	<b>Yes</b>	<b>No</b>	
▲ Conducting auctions in line with agency practice, ethical standards and legislative requirements	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Knowledge of ethical standards, legislative and regulatory requirements and agency practices associated with the conduct of auctions	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Knowledge of the auction process	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Using effective communication and presentation techniques in conducting auctions	<input type="checkbox"/>	<input type="checkbox"/>	

Step 2.	<b>Answer the questions below in relation to this unit of competency</b>	
1. How many property auctions have you called (as auctioneer) in the last 6 months?		
2. Do you have sufficient underpinning knowledge of real estate practice and legislation to meet all the above criteria?		
3. Do you think you would benefit from further training in specific areas before being assessed? (If Yes, provide details below)		
4. Do you have a good working knowledge of any commonwealth or state legislation that applies to this unit?		
5. Do you have sufficient knowledge and understanding to carry out all the above elements and critical aspects of competency?		
6. Do you have sufficient current, valid and authentic evidence to support an application for assessment via recognition of recognition?		
Notes / Comments		

<b>CPPDSM4005A – Establish and build client–agency relationships</b>
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.

<b>Step 1.</b>	<b>Assess your skills, knowledge, abilities, and against the elements and critical aspects of competency.</b>	
<b>Elements</b> (Elements describe the essential outcomes of a unit of competency)	<b>Yes</b>	<b>No</b>
1. Communicate effectively with clients	<input type="checkbox"/>	<input type="checkbox"/>
2. Implement client–agency relationship management strategies	<input type="checkbox"/>	<input type="checkbox"/>
3. Implement agency client care and client service standards	<input type="checkbox"/>	<input type="checkbox"/>
4. Implement personal marketing strategies	<input type="checkbox"/>	<input type="checkbox"/>
5. Build ongoing relationships with clients	<input type="checkbox"/>	<input type="checkbox"/>
<b>Critical aspects of competency</b>	<b>Yes</b>	<b>No</b>
▲ Building ongoing relationships with clients	<input type="checkbox"/>	<input type="checkbox"/>
▲ Communicating effectively with clients	<input type="checkbox"/>	<input type="checkbox"/>
▲ Implementing agency approach to client service	<input type="checkbox"/>	<input type="checkbox"/>
▲ Implementing client–agency relationship management strategies	<input type="checkbox"/>	<input type="checkbox"/>
▲ Implementing personal marketing strategies	<input type="checkbox"/>	<input type="checkbox"/>
▲ Knowledge of agency practice, ethical standards and legislative requirements relating to maintaining and building client–agency relationships	<input type="checkbox"/>	<input type="checkbox"/>
▲ Knowledge of customer loyalty strategies	<input type="checkbox"/>	<input type="checkbox"/>

<b>Step 2.</b>	<b>Answer the questions below in relation to this unit of competency</b>	
1. How many current, potential or previous clients / personal contacts receive a regular newsletter / update from you?		
2. Do you have sufficient underpinning knowledge of real estate practice and legislation to meet all the above criteria?		
3. Do you think you would benefit from further training in specific areas before being assessed? (If Yes, provide details below)		
4. Do you have a good working knowledge of any commonwealth or state legislation that applies to this unit?		
5. Do you have sufficient knowledge and understanding to carry out all the above elements and critical aspects of competency?		
6. Do you have sufficient current, valid and authentic evidence to support an application for assessment via recognition of recognition?		
Notes / Comments		

**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.

<b>Step 1.</b>		<b>Assess your skills, knowledge, abilities, and against the elements and critical aspects of competency.</b>	
<b>Elements</b> (Elements describe the essential outcomes of a unit of competency)		<b>Yes</b>	<b>No</b>
1.	Review agency trust accounts for compliance with trust account requirements	<input type="checkbox"/>	<input type="checkbox"/>
2.	Establish and maintain trust accounts	<input type="checkbox"/>	<input type="checkbox"/>
3.	Manage and control trust accounts	<input type="checkbox"/>	<input type="checkbox"/>
4.	Monitor and review trust accounts	<input type="checkbox"/>	<input type="checkbox"/>
5.	Authorise and verify trust accounts	<input type="checkbox"/>	<input type="checkbox"/>
<b>Critical aspects of competency</b>		<b>Yes</b>	<b>No</b>
▲	Application and knowledge of agency policies and procedures associated with trust accounts	<input type="checkbox"/>	<input type="checkbox"/>
▲	Application of financial management and accounting principles and knowledge	<input type="checkbox"/>	<input type="checkbox"/>
▲	Commitment to client service and maintenance of client confidentiality	<input type="checkbox"/>	<input type="checkbox"/>
▲	Establishing and managing agency trust accounts	<input type="checkbox"/>	<input type="checkbox"/>
▲	Knowledge of agency practice, ethical standards and legislative requirements for the operation of agency trust accounts	<input type="checkbox"/>	<input type="checkbox"/>
▲	Complying with legislative requirements for the operation and auditing of agency trust accounts	<input type="checkbox"/>	<input type="checkbox"/>
▲	Maintaining records of trust transactions	<input type="checkbox"/>	<input type="checkbox"/>
▲	Monitoring and reviewing agency trust accounts	<input type="checkbox"/>	<input type="checkbox"/>
▲	Reviewing agency trust accounts for compliance with legislative requirements	<input type="checkbox"/>	<input type="checkbox"/>

<b>Step 2.</b>	<b>Answer the questions below in relation to this unit of competency</b>	
1.	Please indicate which of the following Trust Account operations you are regularly involved in (i.e. every month): <input type="checkbox"/> Issuing receipts <input type="checkbox"/> Daily reconciliation <input type="checkbox"/> Daily banking <input type="checkbox"/> Monthly & reconciliation <input type="checkbox"/> Issuing cheques <input type="checkbox"/> End of Month statements	
2.	Do you have sufficient underpinning knowledge of real estate practice and legislation to meet all the above criteria?	
3.	Do you think you would benefit from further training in specific areas before being assessed? (If Yes, provide details below)	
4.	Do you have a good working knowledge of any commonwealth or state legislation that applies to this unit?	
5.	Do you have sufficient knowledge and understanding to carry out all the above elements and critical aspects of competency?	
6.	Do you have sufficient current, valid and authentic evidence to support an application for assessment via recognition of recognition?	
Notes / Comments		

**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.

Step 1.	Assess your skills, knowledge, abilities, and against the elements and critical aspects of competency.		
Elements (Elements describe the essential outcomes of a unit of competency)	Yes	No	
1. Identify legal principles and legislative requirements affecting real estate operations	<input type="checkbox"/>	<input type="checkbox"/>	
2. Interpret legislative requirements affecting real estate operations	<input type="checkbox"/>	<input type="checkbox"/>	
3. Identify changes to legislation and regulations affecting agency operations	<input type="checkbox"/>	<input type="checkbox"/>	
4. Comply with relevant industry codes	<input type="checkbox"/>	<input type="checkbox"/>	
5. Maintain records of legislation and industry codes	<input type="checkbox"/>	<input type="checkbox"/>	
Critical aspects of competency	Yes	No	
▲ Applying rules and techniques to interpret appropriately legislative provisions affecting real estate operations	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Applying techniques to track amendments to legislation in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Applying strategies to communicating legislative requirements and amendments to appropriate people in the agency in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Identifying changes to legislation and industry codes of conduct affecting agency operations	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Knowledge of general principles of legislation, regulations and industry codes of conduct affecting real estate operations	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Maintaining appropriate and up-to-date records of legislation and industry codes of conduct	<input type="checkbox"/>	<input type="checkbox"/>	

Step 2.	Answer the questions below in relation to this unit of competency	
1. When did you last access the NSW Property Stock and Business Agents Act, regulations or Rules of Conduct?		
2. When did you last access the NSW Residential Tenancies Act or Regulations?		
3. Do you have sufficient underpinning knowledge of real estate practice and legislation to meet all the above criteria?		
4. Do you think you would benefit from further training in specific areas before being assessed? (If Yes, provide details below)		
5. Do you have a good working knowledge of any commonwealth or state legislation that applies to this unit?		
6. Do you have sufficient knowledge and understanding to carry out all the above elements and critical aspects of competency?		
7. Do you have sufficient current, valid and authentic evidence to support an application for assessment via recognition of recognition?		
Notes / Comments		

<b>CPPDSM4010A – Lease property</b>
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.

<b>Step 1.</b>	<b>Assess your skills, knowledge, abilities, and against the elements and critical aspects of competency.</b>	
<b>Elements</b> (Elements describe the essential outcomes of a unit of competency)	<b>Yes</b>	<b>No</b>
1. Screen tenant enquiries	<input type="checkbox"/>	<input type="checkbox"/>
2. Undertake property inspection	<input type="checkbox"/>	<input type="checkbox"/>
3. Obtain and review tenancy applications	<input type="checkbox"/>	<input type="checkbox"/>
4. Complete tenancy documentation and place tenant in property	<input type="checkbox"/>	<input type="checkbox"/>
5. Record tenancy arrangements	<input type="checkbox"/>	<input type="checkbox"/>
<b>Critical aspects of competency</b>	<b>Yes</b>	<b>No</b>
▶ Completing tenancy agreement or lease documentation in line with agency practice, ethical standards and legislative requirements	<input type="checkbox"/>	<input type="checkbox"/>
▶ Conducting inspections for prospective tenants in line with agency practice, ethical standards and legislative requirements	<input type="checkbox"/>	<input type="checkbox"/>
▶ Knowledge of agency practice, ethical standards and legislative requirements associated with leasing different forms of property	<input type="checkbox"/>	<input type="checkbox"/>
▶ 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	<input type="checkbox"/>	<input type="checkbox"/>
▶ Obtaining and reviewing tenancy applications in line with agency practice, ethical standards and legislative requirements	<input type="checkbox"/>	<input type="checkbox"/>
▶ Placing tenants in property in line with agency practice, ethical standards and legislative requirements	<input type="checkbox"/>	<input type="checkbox"/>
▶ Recording tenancy arrangements in line with agency practice	<input type="checkbox"/>	<input type="checkbox"/>
▶ Screening tenant enquiries in line with agency practice, ethical standards and legislative requirements	<input type="checkbox"/>	<input type="checkbox"/>

<b>Step 2.</b>	<b>Answer the questions below in relation to this unit of competency</b>	
1. How many properties have you leased in the last 6 months?		
2. Do you have sufficient underpinning knowledge of real estate practice and legislation to meet all the above criteria?		
3. Do you think you would benefit from further training in specific areas before being assessed? (If Yes, provide details below)		
4. Do you have a good working knowledge of any commonwealth or state legislation that applies to this unit?		
5. Do you have sufficient knowledge and understanding to carry out all the above elements and critical aspects of competency?		
6. Do you have sufficient current, valid and authentic evidence to support an application for assessment via recognition of recognition?		
Notes / Comments		

**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.

Step 1.	Assess your skills, knowledge, abilities, and against the elements and critical aspects of competency.	
Elements (Elements describe the essential outcomes of a unit of competency)	Yes	No
1. Promote agency's property management services	<input type="checkbox"/>	<input type="checkbox"/>
2. Establish client requirements	<input type="checkbox"/>	<input type="checkbox"/>
3. Plan property listing presentation	<input type="checkbox"/>	<input type="checkbox"/>
4. Deliver property listing presentation	<input type="checkbox"/>	<input type="checkbox"/>
5. Finalise property listing	<input type="checkbox"/>	<input type="checkbox"/>
6. Record and act on instructions	<input type="checkbox"/>	<input type="checkbox"/>
Critical aspects of competency	Yes	No
▲ Completing standard and statutory documentation associated with listing properties for lease	<input type="checkbox"/>	<input type="checkbox"/>
▲ Finalising and negotiating the listing of properties with clients	<input type="checkbox"/>	<input type="checkbox"/>
▲ Knowledge and application of determining client requirements with regard to the listing of properties	<input type="checkbox"/>	<input type="checkbox"/>
▲ Knowledge of agency practice, ethical standards and legislative requirements affecting the listing of properties for lease	<input type="checkbox"/>	<input type="checkbox"/>
▲ Knowledge of consumer protection principles that impact on the listing of properties for lease	<input type="checkbox"/>	<input type="checkbox"/>
▲ Maintaining business records associated with the listing of properties for lease	<input type="checkbox"/>	<input type="checkbox"/>
▲ Maintaining communications with clients throughout the listing process	<input type="checkbox"/>	<input type="checkbox"/>
▲ Planning and delivering effective listing presentations	<input type="checkbox"/>	<input type="checkbox"/>

Step 2.	Answer the questions below in relation to this unit of competency	
1. How many properties have you personally listed for lease in the last 6 months?		
2. Do you have sufficient underpinning knowledge of real estate practice and legislation to meet all the above criteria?		
3. Do you think you would benefit from further training in specific areas before being assessed? (If Yes, provide details below)		
4. Do you have a good working knowledge of any commonwealth or state legislation that applies to this unit?		
5. Do you have sufficient knowledge and understanding to carry out all the above elements and critical aspects of competency?		
6. Do you have sufficient current, valid and authentic evidence to support an application for assessment via recognition of recognition?		
Notes / Comments		

**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.

<b>Step 1.</b>	<b>Assess your skills, knowledge, abilities, and against the elements and critical aspects of competency.</b>	
<b>Elements</b> (Elements describe the essential outcomes of a unit of competency)	<b>Yes</b>	<b>No</b>
1. Prospect for property listings	<input type="checkbox"/>	<input type="checkbox"/>
2. Establish client requirements	<input type="checkbox"/>	<input type="checkbox"/>
3. Plan property listing presentation	<input type="checkbox"/>	<input type="checkbox"/>
4. Deliver property listing presentation	<input type="checkbox"/>	<input type="checkbox"/>
5. Prepare and execute agency agreement	<input type="checkbox"/>	<input type="checkbox"/>
6. Record and act on instructions	<input type="checkbox"/>	<input type="checkbox"/>
<b>Critical aspects of competency</b>	<b>Yes</b>	<b>No</b>
▲ Completing standard and statutory documentation associated with listing properties for sale	<input type="checkbox"/>	<input type="checkbox"/>
▲ Finalising and negotiating the listing of properties with clients	<input type="checkbox"/>	<input type="checkbox"/>
▲ Knowledge and application of determining client requirements with regard to the listing of properties	<input type="checkbox"/>	<input type="checkbox"/>
▲ Knowledge of agency practice, ethical standards and legislative requirements affecting the listing of properties for sale	<input type="checkbox"/>	<input type="checkbox"/>
▲ Knowledge of consumer protection principles that impact on the listing of properties for sale	<input type="checkbox"/>	<input type="checkbox"/>
▲ Maintaining business records associated with the listing of properties for sale	<input type="checkbox"/>	<input type="checkbox"/>
▲ Maintaining communications with clients throughout the listing process	<input type="checkbox"/>	<input type="checkbox"/>
▲ Planning and delivering effective listing presentations	<input type="checkbox"/>	<input type="checkbox"/>

<b>Step 2.</b>	<b>Answer the questions below in relation to this unit of competency</b>	
1. How many properties have you personally listed for sale in the last 6 months?		
2. Do you have sufficient underpinning knowledge of real estate practice and legislation to meet all the above criteria?		
3. Do you think you would benefit from further training in specific areas before being assessed? (If Yes, provide details below)		
4. Do you have a good working knowledge of any commonwealth or state legislation that applies to this unit?		
5. Do you have sufficient knowledge and understanding to carry out all the above elements and critical aspects of competency?		
6. Do you have sufficient current, valid and authentic evidence to support an application for assessment via recognition of recognition?		
Notes / Comments		

<b>CPPDSM4013A – Market property for lease</b>
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.

<b>Step 1.</b>	<b>Assess your skills, knowledge, abilities, and against the elements and critical aspects of competency.</b>		
<b>Elements</b> (Elements describe the essential outcomes of a unit of competency)	<b>Yes</b>	<b>No</b>	
1. Develop marketing plan for property	<input type="checkbox"/>	<input type="checkbox"/>	
2. Check marketing materials	<input type="checkbox"/>	<input type="checkbox"/>	
3. Implement marketing activities	<input type="checkbox"/>	<input type="checkbox"/>	
4. Review and report on marketing activities and plan	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Critical aspects of competency</b>	<b>Yes</b>	<b>No</b>	
▲ Implementing marketing activities for the lease of all types of property in line with agency practice, ethical standards and legislative requirements	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Knowledge of agency practice, ethical standards and legislative requirements associated with marketing all types of property for lease	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Planning and developing marketing plans for the lease of all types of property in line with agency practice, ethical standards and legislative requirements	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Preparing marketing materials for the lease of all types of property in line with agency practice, ethical standards and legislative requirements	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Reviewing and reporting on marketing activities associated with the lease of all types of businesses	<input type="checkbox"/>	<input type="checkbox"/>	

<b>Step 2.</b>	<b>Answer the questions below in relation to this unit of competency</b>	
1. How many of your property management landlords have contributed towards their marketing expenses in the last 6 months?		
2. Do you have sufficient underpinning knowledge of real estate practice and legislation to meet all the above criteria?		
3. Do you think you would benefit from further training in specific areas before being assessed? (If Yes, provide details below)		
4. Do you have a good working knowledge of any commonwealth or state legislation that applies to this unit?		
5. Do you have sufficient knowledge and understanding to carry out all the above elements and critical aspects of competency?		
6. Do you have sufficient current, valid and authentic evidence to support an application for assessment via recognition of recognition?		
Notes / Comments		

**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.

Step 1.	<b>Assess your skills, knowledge, abilities, and against the elements and critical aspects of competency.</b>	
<b>Elements</b> (Elements describe the essential outcomes of a unit of competency)	<b>Yes</b>	<b>No</b>
1. Develop marketing plan for property	<input type="checkbox"/>	<input type="checkbox"/>
2. Check marketing materials	<input type="checkbox"/>	<input type="checkbox"/>
3. Implement marketing activities	<input type="checkbox"/>	<input type="checkbox"/>
4. Review and report on marketing activities and plan	<input type="checkbox"/>	<input type="checkbox"/>
<b>Critical aspects of competency</b>	<b>Yes</b>	<b>No</b>
▲ Implementing marketing activities for the sale of all types of property in line with agency practice, ethical standards and legislative requirements	<input type="checkbox"/>	<input type="checkbox"/>
▲ Knowledge of agency practice, ethical standards and legislative requirements associated with marketing all types of property for sale	<input type="checkbox"/>	<input type="checkbox"/>
▲ Planning and developing marketing plans for the sale of all types of property in line with agency practice, ethical standards and legislative requirements	<input type="checkbox"/>	<input type="checkbox"/>
▲ Preparing marketing materials for the sale of all types of property in line with agency practice, ethical standards and legislative requirements	<input type="checkbox"/>	<input type="checkbox"/>
▲ Reviewing and reporting on marketing activities associated with the sale of all types of businesses and property	<input type="checkbox"/>	<input type="checkbox"/>

Step 2.	<b>Answer the questions below in relation to this unit of competency</b>	
1. How many of your vendors have contributed towards their marketing expenses in the last 6 months? What proportion of your listing is this?		
2. Do you have sufficient underpinning knowledge of real estate practice and legislation to meet all the above criteria?		
3. Do you think you would benefit from further training in specific areas before being assessed? (If Yes, provide details below)		
4. Do you have a good working knowledge of any commonwealth or state legislation that applies to this unit?		
5. Do you have sufficient knowledge and understanding to carry out all the above elements and critical aspects of competency?		
6. Do you have sufficient current, valid and authentic evidence to support an application for assessment via recognition of recognition?		
Notes / Comments		

**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.

Step 1.	<b>Assess your skills, knowledge, abilities, and against the elements and critical aspects of competency.</b>	
<b>Elements</b> (Elements describe the essential outcomes of a unit of competency)	<b>Yes</b>	<b>No</b>
1. Identify potential risks to agency and clients	<input type="checkbox"/>	<input type="checkbox"/>
2. Analyse causes and potential impact of risks on agency, clients and other stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
3. Implement agency procedures and systems to minimise risk	<input type="checkbox"/>	<input type="checkbox"/>
4. Implement agency procedures and systems to minimise consumer risk	<input type="checkbox"/>	<input type="checkbox"/>
<b>Critical aspects of competency</b>	<b>Yes</b>	<b>No</b>
▲ Analysing the causes and potential impact of risks on agency, clients and other stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
▲ Establishing ongoing monitoring and reporting systems to minimise risks to agency, clients and other stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
▲ Identifying and implementing agency policies and procedures for minimising and treating risks	<input type="checkbox"/>	<input type="checkbox"/>
▲ Identifying actual and potential risks to agency, clients and other stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
▲ Identifying, minimising and responding to consumer risks associated with agency operations	<input type="checkbox"/>	<input type="checkbox"/>

Step 2.	<b>Answer the questions below in relation to this unit of competency</b>	
1. Have you ever been involved in any incidents relating to Professional Indemnity or Public Liability claims or cases involving the Office of Fair Trading?		
2. Have you (whether alone or in conjunction with others) completed a risk assessment for any real estate business?		
3. Do you have sufficient underpinning knowledge of real estate practice and legislation to meet all the above criteria?		
4. Do you think you would benefit from further training in specific areas before being assessed? (If Yes, provide details below)		
5. Do you have a good working knowledge of any commonwealth or state legislation that applies to this unit?		
6. Do you have sufficient knowledge and understanding to carry out all the above elements and critical aspects of competency?		
7. Do you have sufficient current, valid and authentic evidence to support an application for assessment via recognition of recognition?		
Notes / Comments		

<b>CPPDSM4016A – Monitor and manage lease or tenancy agreement</b>
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.

<b>Step 1.</b>	<b>Assess your skills, knowledge, abilities, and against the elements and critical aspects of competency.</b>	
<b>Elements</b> (Elements describe the essential outcomes of a unit of competency)	<b>Yes</b>	<b>No</b>
1. Implement conditions of lease or tenancy agreement	<input type="checkbox"/>	<input type="checkbox"/>
2. Respond to enquiries from tenants and landlords	<input type="checkbox"/>	<input type="checkbox"/>
3. Plan for renewal of leases and tenancy agreements	<input type="checkbox"/>	<input type="checkbox"/>
4. Manage renewals of leases and tenancy agreements	<input type="checkbox"/>	<input type="checkbox"/>
5. Manage termination of lease or tenancy agreement on behalf of landlord	<input type="checkbox"/>	<input type="checkbox"/>
6. Respond to termination of lease or tenancy agreement initiated by tenant	<input type="checkbox"/>	<input type="checkbox"/>
<b>Critical aspects of competency</b>	<b>Yes</b>	<b>No</b>
▶ 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	<input type="checkbox"/>	<input type="checkbox"/>
▶ 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	<input type="checkbox"/>	<input type="checkbox"/>
▶ Knowledge of rights and duties of tenants and landlords or agents with regard to the termination of leases and tenancy agreements	<input type="checkbox"/>	<input type="checkbox"/>
▶ Knowledge of the rights and duties of landlords and tenants with regard to the renewal of leases and tenancy agreements	<input type="checkbox"/>	<input type="checkbox"/>
▶ Managing the termination of leases and tenancy agreements on behalf of landlords	<input type="checkbox"/>	<input type="checkbox"/>
▶ Planning and managing the renewal of leases and tenancy agreements	<input type="checkbox"/>	<input type="checkbox"/>
▶ Responding to requests from tenants and landlords	<input type="checkbox"/>	<input type="checkbox"/>
▶ Responding to the termination of leases or tenancy agreements initiated by tenant	<input type="checkbox"/>	<input type="checkbox"/>

<b>Step 2.</b>	<b>Answer the questions below in relation to this unit of competency</b>	
1. How many tenancy agreement breaches have you managed in the last 6 months?		
2. How many terminations / lease renewals have you managed in the last 6 months?		
3. Do you have sufficient underpinning knowledge of real estate practice and legislation to meet all the above criteria?		
4. Do you think you would benefit from further training in specific areas before being assessed? (If Yes, provide details below)		
5. Do you have a good working knowledge of any commonwealth or state legislation that applies to this unit?		
6. Do you have sufficient knowledge and understanding to carry out all the above elements and critical aspects of competency?		
7. Do you have sufficient current, valid and authentic evidence to support an application for assessment via recognition of recognition?		
Notes / Comments		

**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.

Step 1.	<b>Assess your skills, knowledge, abilities, and against the elements and critical aspects of competency.</b>		
<b>Elements</b> (Elements describe the essential outcomes of a unit of competency)	<b>Yes</b>	<b>No</b>	
1. Establish needs and expectations of relevant parties	<input type="checkbox"/>	<input type="checkbox"/>	
2. Negotiate with parties involved in property transactions to reach a desired outcome	<input type="checkbox"/>	<input type="checkbox"/>	
3. Manage potential and real disputes with parties to property transactions	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Critical aspects of competency</b>	<b>Yes</b>	<b>No</b>	
▲ 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	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Knowledge of agency practice, ethical standards and legislative requirements relating to negotiations and conflict resolution with different parties	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Knowledge of negotiation and conflict resolution techniques relevant to dealing with parties in property transactions	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Managing potential and real disputes between all parties in property transactions	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Using effective negotiation techniques to persuade and reach agreement between the parties	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Using effective techniques for dealing with conflict and breaking deadlocks in negotiations with the parties	<input type="checkbox"/>	<input type="checkbox"/>	

Step 2.	<b>Answer the questions below in relation to this unit of competency</b>	
1. Approximately how many real estate contracts (whether sales or property management) have you negotiated in the last 6 months?		
2. Do you have sufficient underpinning knowledge of real estate practice and legislation to meet all the above criteria?		
3. Do you think you would benefit from further training in specific areas before being assessed? (If Yes, provide details below)		
4. Do you have a good working knowledge of any commonwealth or state legislation that applies to this unit?		
5. Do you have sufficient knowledge and understanding to carry out all the above elements and critical aspects of competency?		
6. Do you have sufficient current, valid and authentic evidence to support an application for assessment via recognition of recognition?		
Notes / Comments		

**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.

Step 1.	<b>Assess your skills, knowledge, abilities, and against the elements and critical aspects of competency.</b>		
<b>Elements</b> (Elements describe the essential outcomes of a unit of competency)	<b>Yes</b>	<b>No</b>	
1. Implement auction marketing plan	<input type="checkbox"/>	<input type="checkbox"/>	
2. Prepare auction documentation	<input type="checkbox"/>	<input type="checkbox"/>	
3. Plan auction day procedures	<input type="checkbox"/>	<input type="checkbox"/>	
4. Implement auction day procedures	<input type="checkbox"/>	<input type="checkbox"/>	
5. Complete follow-up procedures after auction sale	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Critical aspects of competency</b>	<b>Yes</b>	<b>No</b>	
▲ Knowledge of auction marketing procedures	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Knowledge of ethical standards, legislative and regulatory requirements and agency practices associated with preparation for an auction	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Planning and implementing an auction marketing plan in line with agency practice and legislative requirements	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Planning and implementing auction day procedures in line with agency practice and legislative requirements	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Preparing auction documentation consistent with seller instructions, marketing plan used to manage the auction program, agency practice and legislative requirements	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Taking instructions on reserve price from seller in line with agency practice and legislative requirements	<input type="checkbox"/>	<input type="checkbox"/>	

Step 2.	<b>Answer the questions below in relation to this unit of competency</b>	
1. How many auction listings have you signed up in the last 6 months?		
2. How many of your listings have sold under the hammer in the last 6 months?		
3. Do you have sufficient underpinning knowledge of real estate practice and legislation to meet all the above criteria?		
4. Do you think you would benefit from further training in specific areas before being assessed? (If Yes, provide details below)		
5. Do you have a good working knowledge of any commonwealth or state legislation that applies to this unit?		
6. Do you have sufficient knowledge and understanding to carry out all the above elements and critical aspects of competency?		
7. Do you have sufficient current, valid and authentic evidence to support an application for assessment via recognition of recognition?		
Notes / Comments		

**CPPDSM4020A – Present at tribunals**

This unit of competency specifies the outcomes required to appear effectively before a tribunal. It includes preparing for tribunal hearings, using appropriate tribunal etiquette, acting as a witness, participating in conciliation hearings and presenting a case.

Step 1.	<b>Assess your skills, knowledge, abilities, and against the elements and critical aspects of competency</b>	
<b>Elements</b> (Elements describe the essential outcomes of a unit of competency)	<b>Yes</b>	<b>No</b>
1. Prepare for tribunal	<input type="checkbox"/>	<input type="checkbox"/>
2. Participate in conciliation processes for grievances and disputes	<input type="checkbox"/>	<input type="checkbox"/>
3. Use appropriate tribunal etiquette	<input type="checkbox"/>	<input type="checkbox"/>
4. Present case before tribunal	<input type="checkbox"/>	<input type="checkbox"/>
5. Act as a witness	<input type="checkbox"/>	<input type="checkbox"/>
<b>Critical aspects of competency</b>	<b>Yes</b>	<b>No</b>
▲ Acting as a witness at a tribunal	<input type="checkbox"/>	<input type="checkbox"/>
▲ Knowledge of the role and jurisdiction of tribunals and courts that hear matters relating to real estate operations	<input type="checkbox"/>	<input type="checkbox"/>
▲ Participating in conciliation processes for grievances and disputes	<input type="checkbox"/>	<input type="checkbox"/>
▲ Preparing a case for a tribunal	<input type="checkbox"/>	<input type="checkbox"/>
▲ Preparing and lodging applications for a tribunal	<input type="checkbox"/>	<input type="checkbox"/>
▲ Presenting a case at a tribunal	<input type="checkbox"/>	<input type="checkbox"/>

Step 2.	<b>Answer the questions below in relation to this unit of competency</b>	
1. How many times have you appeared at tribunal in the last 6 months?		
2. Of these how many were initiated by the agency/landlord and how many were initiated by the tenant?		
3. Do you have sufficient underpinning knowledge of real estate practice and legislation to meet all the above criteria?		
4. Do you think you would benefit from further training in specific areas before being assessed? (If Yes, provide details below)		
5. Do you have a good working knowledge of any commonwealth or state legislation that applies to this unit?		
6. Do you have sufficient knowledge and understanding to carry out all the above elements and critical aspects of competency?		
7. Do you have sufficient current, valid and authentic evidence to support an application for assessment via recognition of recognition?		
Notes / Comments		

**CPPDSM4022A – 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.

Step 1.	<b>Assess your skills, knowledge, abilities, and against the elements and critical aspects of competency.</b>		
<b>Elements</b> (Elements describe the essential outcomes of a unit of competency)	<b>Yes</b>	<b>No</b>	
1. Qualify buyer	<input type="checkbox"/>	<input type="checkbox"/>	
2. Arrange property inspection for potential buyer	<input type="checkbox"/>	<input type="checkbox"/>	
3. Deliver effective sales presentation	<input type="checkbox"/>	<input type="checkbox"/>	
4. Submit offer and negotiate property sale	<input type="checkbox"/>	<input type="checkbox"/>	
5. Maintain communication with seller	<input type="checkbox"/>	<input type="checkbox"/>	
6. Manage contract to settlement	<input type="checkbox"/>	<input type="checkbox"/>	
7. Prepare documentation for agency disbursements	<input type="checkbox"/>	<input type="checkbox"/>	
8. Decide on future contacts with prospects	<input type="checkbox"/>	<input type="checkbox"/>	
9. Maintain client relationships	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Critical aspects of competency</b>	<b>Yes</b>	<b>No</b>	
▲ Arranging and conducting property inspections for potential buyers	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Completing standard and statutory documentation associated with the sale of property	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Knowledge and application of approaches for qualifying buyers	<input type="checkbox"/>	<input type="checkbox"/>	
▲ 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	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Knowledge of consumer protection principles that impact on the sale of property	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Maintaining business records associated with the sale of property	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Maintaining communications with sellers and buyers throughout the sale process	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Negotiating the sale of property with sellers and buyers	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Planning and delivering effective sales presentations to facilitate the sale of property	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Knowledge of agency practice and legislative requirements associated with agency disbursements	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Managing contracts for sale of property to settlement	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Monitoring the lodgement of documents for the correct transfer of ownership required for a legal sale of all types of property and businesses	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Preparing documentation for agency disbursements	<input type="checkbox"/>	<input type="checkbox"/>	

<b>CPPDSM4022A – Sell and finalise the sale of property by private treaty (continued)</b>	
<b>Step 2.</b>	<b>Answer the questions below in relation to this unit of competency</b>
1. How many properties have you sold by private treaty in the last 6 months?	
2. Of these, how many settlement disputes (between vendor and purchaser) have occurred?	
3. How many failures to settle have occurred (whether buyer or seller)?	
4. How many fee (commission) disputes have there been between agency and vendor?	
5. Do you have sufficient underpinning knowledge of real estate practice and legislation to meet all the above criteria?	
6. Do you think you would benefit from further training in specific areas before being assessed? (If Yes, provide details below)	
7. Do you have a good working knowledge of any commonwealth or state legislation that applies to this unit?	
8. Do you have sufficient knowledge and understanding to carry out all the above elements and critical aspects of competency?	
9. Do you have sufficient current, valid and authentic evidence to support an application for assessment via recognition of recognition?	
Notes / Comments	
Name: _____ Initials: _____	

**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.

Step 1.	<b>Assess your skills, knowledge, abilities, and against the elements and critical aspects of competency.</b>	
Elements (Elements describe the essential outcomes of a unit of competency)	Yes	No
1. Determine property maintenance requirements	<input type="checkbox"/>	<input type="checkbox"/>
2. Develop property maintenance plan	<input type="checkbox"/>	<input type="checkbox"/>
3. Establish key register	<input type="checkbox"/>	<input type="checkbox"/>
4. Implement property maintenance plan	<input type="checkbox"/>	<input type="checkbox"/>
5. Monitor security of managed properties	<input type="checkbox"/>	<input type="checkbox"/>
6. Review property maintenance plan	<input type="checkbox"/>	<input type="checkbox"/>
Critical aspects of competency	Yes	No
▲ Establishing and implementing a property maintenance plan for managed properties	<input type="checkbox"/>	<input type="checkbox"/>
▲ Determining property maintenance requirements for managed properties	<input type="checkbox"/>	<input type="checkbox"/>
▲ Developing a property maintenance plan for managed properties that includes procedures for selecting maintenance contractors and maintaining safety and security of clients	<input type="checkbox"/>	<input type="checkbox"/>
▲ Establishing and maintaining a key register for managed properties	<input type="checkbox"/>	<input type="checkbox"/>
▲ Monitoring security of managed properties	<input type="checkbox"/>	<input type="checkbox"/>
▲ Knowledge of agency practice, ethical standards and legislative requirements associated with establishing, implementing and reviewing a maintenance plan for managed properties	<input type="checkbox"/>	<input type="checkbox"/>
▲ Reviewing the property maintenance plan for managed properties	<input type="checkbox"/>	<input type="checkbox"/>

Step 2.	<b>Answer the questions below in relation to this unit of competency</b>	
1. Approximately how many <b>planned</b> maintenance issues have you had to arrange in the last 6 months		
2. Approximately how many <b>unplanned</b> maintenance issues have you had to arrange in the last 6 months		
3. Do you have sufficient underpinning knowledge of real estate practice and legislation to meet all the above criteria?		
4. Do you think you would benefit from further training in specific areas before being assessed? (If Yes, provide details below)		
5. Do you have a good working knowledge of any commonwealth or state legislation that applies to this unit?		
6. Do you have sufficient knowledge and understanding to carry out all the above elements and critical aspects of competency?		
7. Do you have sufficient current, valid and authentic evidence to support an application for assessment via recognition of recognition?		
Notes / Comments		

**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.

<b>Step 1.</b>	<b>Assess your skills, knowledge, abilities, and against the elements and critical aspects of competency.</b>		
<b>Elements</b> (Elements describe the essential outcomes of a unit of competency)	<b>Yes</b>	<b>No</b>	
1. Assess conflict or dispute	<input type="checkbox"/>	<input type="checkbox"/>	
2. Negotiate resolution	<input type="checkbox"/>	<input type="checkbox"/>	
3. Evaluate response	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Critical aspects of competency</b>	<b>Yes</b>	<b>No</b>	
▲ Evaluating resolution process and accurately recording and reporting facts and outcomes	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Knowledge of organisational practices, ethical standards and legislative requirements associated with managing and resolving conflict and disputes	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Negotiating conflict or dispute situations to an effective resolution where possible	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Using communication techniques to accurately identify causes and incidences of conflict or dispute	<input type="checkbox"/>	<input type="checkbox"/>	

<b>Step 2.</b>	<b>Answer the questions below in relation to this unit of competency</b>	
1. How many complaints have you received in the last 6 months?		
2. Of these, how many remain unresolved?		
3. Do you have sufficient underpinning knowledge of real estate practice and legislation to meet all the above criteria?		
4. Do you think you would benefit from further training in specific areas before being assessed? (If Yes, provide details below)		
5. Do you have a good working knowledge of any commonwealth or state legislation that applies to this unit?		
6. Do you have sufficient knowledge and understanding to carry out all the above elements and critical aspects of competency?		
7. Do you have sufficient current, valid and authentic evidence to support an application for assessment via recognition of recognition?		
Notes / Comments		

**BSBLED401A – 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.

Step 1.	Assess your skills, knowledge, abilities, and against the elements and critical aspects of competency.		
<b>Elements</b> (Elements describe the essential outcomes of a unit of competency)	<b>Yes</b>	<b>No</b>	
1. Determine development needs	<input type="checkbox"/>	<input type="checkbox"/>	
2. Develop individuals and teams	<input type="checkbox"/>	<input type="checkbox"/>	
3. Monitor and evaluate workplace learning	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Critical aspects of competency</b>	<b>Yes</b>	<b>No</b>	
▲ Identifying and implementing learning opportunities for others	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Giving and receiving feedback from team members to encourage participation in and effectiveness of team	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Creating learning plans to match skill needs	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Knowledge of relevant legislation	<input type="checkbox"/>	<input type="checkbox"/>	

Step 2.	Answer the questions below in relation to this unit of competency	
1. Describe your involvement in the training and development of other members of your agency team:		
2. Do you have sufficient underpinning knowledge of real estate practice and legislation to meet all the above criteria?		
3. Do you think you would benefit from further training in specific areas before being assessed? (If Yes, provide details below)		
4. Do you have a good working knowledge of any commonwealth or state legislation that applies to this unit?		
5. Do you have sufficient knowledge and understanding to carry out all the above elements and critical aspects of competency?		
6. Do you have sufficient current, valid and authentic evidence to support an application for assessment via recognition of recognition?		
Notes / Comments		

**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

Step 1.	Assess your skills, knowledge, abilities, and against the elements and critical aspects of competency.		
<b>Elements</b> (Elements describe the essential outcomes of a unit of competency)	<b>Yes</b>	<b>No</b>	
1. Collate business records	<input type="checkbox"/>	<input type="checkbox"/>	
2. Update business or records system	<input type="checkbox"/>	<input type="checkbox"/>	
3. Prepare reports from the business or records system	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Critical aspects of competency</b>	<b>Yes</b>	<b>No</b>	
▲ Complying with organisational procedures and workplace requirements	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Knowledge and understanding of business or records systems	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Accurately recording information	<input type="checkbox"/>	<input type="checkbox"/>	

Step 2.	Answer the questions below in relation to this unit of competency	
1. Do you have sufficient underpinning knowledge of real estate practice and legislation to meet all the above criteria?		
2. Do you think you would benefit from further training in specific areas before being assessed? (If Yes, provide details below)		
3. Do you have a good working knowledge of any commonwealth or state legislation that applies to this unit?		
4. Do you have sufficient knowledge and understanding to carry out all the above elements and critical aspects of competency?		
5. Do you have sufficient current, valid and authentic evidence to support an application for assessment via recognition of recognition?		
Notes / Comments		

<b>BSBSMB406A - Manage small business finances</b>
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.

<b>Step 1.</b>	<b>Assess your skills, knowledge, abilities, and against the elements and critical aspects of competency.</b>		
<b>Elements</b> (Elements describe the essential outcomes of a unit of competency)	<b>Yes</b>	<b>No</b>	
1. Implement financial plan	<input type="checkbox"/>	<input type="checkbox"/>	
2. Monitor financial performance	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Critical aspects of competency</b>	<b>Yes</b>	<b>No</b>	
▲ Development, implementation and review of strategies for the ongoing management of finance	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Maintenance of day-to-day financial management of the business as well as implementation of broad financial strategies	<input type="checkbox"/>	<input type="checkbox"/>	
▲ Knowledge of purpose of financial reports	<input type="checkbox"/>	<input type="checkbox"/>	

<b>Step 2.</b>	<b>Answer the questions below in relation to this unit of competency</b>	
1. Indicate which of the following areas of real estate finances you are <b>regularly</b> involved in (i.e., on a monthly basis):		
<input type="checkbox"/> Developing business plans <input type="checkbox"/> Monitoring performance against plans <input type="checkbox"/> Planning and managing cash flow <input type="checkbox"/> Managing finance and capital requirements <input type="checkbox"/> Analysing profit and loss <input type="checkbox"/> Analysing the balance sheets	<input type="checkbox"/> Managing business assets <input type="checkbox"/> Preparing and submitting Statutory reports (eg BAS) <input type="checkbox"/> Consulting with accountants / tax agents <input type="checkbox"/> Managing employee salaries <input type="checkbox"/> Calculating commissions / bonuses	
2. Do you have sufficient underpinning knowledge of real estate practice and legislation to meet all the above criteria?		
3. Do you think you would benefit from further training in specific areas before being assessed? (If Yes, provide details below)		
4. Do you have a good working knowledge of any commonwealth or state legislation that applies to this unit?		
5. Do you have sufficient knowledge and understanding to carry out all the above elements and critical aspects of competency?		
6. Do you have sufficient current, valid and authentic evidence to support an application for assessment via recognition of recognition?		
Notes / Comments		