

Recognition of Prior Learning and Assessment Kit



CPP40307

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

About this Kit

This RPL Kit is designed as a self assessment tool to determine whether you are able to provide evidence sufficient for judgements on whether you are competent against units of competency in the Training Package/Qualification undertaken.

This evidence must especially be sufficient, current, reliable, valid and authentic.

This Kit provides assistance to not only confirm which units of competency may be required, but also the basis upon which you should collect evidence for each unit of competency chosen. It does not provide all the detail on each unit of competency, or the qualification as is only available from the full Training Package.

WHAT IS RPL?

Recognition of Prior Learning (RPL) under the Australian National Training Quality Framework is a formal process whereby a person's skills and knowledge acquired through previous training, work, or life experience may be used to grant status or credit in a subject, module, or course.

In the RPL process evidence is collected against the skills and knowledge requirements for the unit of competency or its constituent elements. If recognition is granted then where that unit or units of competency form part of a course the candidate can be credited with the equivalent parts of a course (statement of attainment), or even an entire qualification.

FIVE EASY STEPS TO RPL

1. Read this RPL Kit to determine what you can do and where you wish to gain recognition for your prior learning.
2. For those units of competency being sought examine in detail and reflect on their associated elements and performance criteria.
3. Use the 'Guide to collection of evidence' for each unit of competency to translates the technical detail of the competency standard into a self-assessment approach that permits you to identify where you can provide evidence in the form of credentials, observation reports, written testimonials, or in a portfolio.
4. Collect, sort and package the relevant evidence against each unit of competency.
5. Complete the RPL Kit's cover sheet, check that all relevant forms have been signed and included, and after copying the completed package, submit the evidence and all the completed sheets in this Kit to Australian Salesmasters Training Company for assessment.

HOW MUCH EVIDENCE IS REQUIRED

When the Trainers are assessing your portfolio of evidence they will be looking for the quality of your evidence submitted. The quality of evidence submitted would be more important than the quantity of evidence that you provide. Evidence must be relevant to the unit of competency. You will need to demonstrate that you have the required skills and knowledge that meets the standards identified in the performance criteria for the unit. You must consider that the evidence that is submitted demonstrates your competency through various examples.

TYPES OF EVIDENCE FOR RPL

In order to be found competent in this unit you must provide evidence sufficient for judgement by an independent assessor. This Kit suggests three forms of evidence may be collected and packaged. They include:

1. Qualifications (copies must be certified)

This evidence is the most unambiguous and easy to present. It represents the provision of formal qualifications issued by a Registered Training Provider (RTO). Qualification from an RTO may be the complete qualification for a course (i.e. Certificate IV in Training and Assessment), or for units of competencies gained that credit towards such a qualification. **Statements of Attainment** are where an AQF qualification is partially achieved through the achievement of one or more endorsed units of competency, an RTO may issue a Statement of Attainment. Issuance of Statements of Attainment must comply with the advice provided in the *AQF Implementation Handbook* and the *AQTF Standards for Registered Training Organisations*.

Qualifications presented may also include those from tertiary institutions or other providers that hold equivalency to the units of competency (i.e. the extent to which a person's acquired knowledge or skills satisfy the competency requirements). Other training providers such as in-house, community and various unaccredited providers may also grant awards that the applicant presents as evidence of learning in the field of endeavour covered by the unit of competency.

Copies of qualifications submitted as evidence must be certified.

2. Observation /Third Part Report

This evidence requires the presentation of an independent report by a qualified observer confirming the applicant has individually or collectively achieved the competency outcomes, performance criteria, skills and knowledge of this competency standard to be demonstrated. Such reports hold greater validity when they come from independent individuals with the verified expertise to make such judgements (i.e. A person competent to assess the unit of competency being observed).

To be valid, an observation/ third party reports must address the applicant's performance specifically in relation to relevant unit/s of competency. Observations/third party reports should establish the writer's working relationship with the applicant, provide examples of what the third party has observed, be signed, dated and presented in an identifiable document.

3. Written testimonial or report that may specifically demonstrate the applicant's knowledge

This requires the submission of written evidence by the applicant that may specifically demonstrate the applicant's knowledge. Such written reports usually cover and confirm how work and life experience have contributed to such competency being attained. They may also be research or academic papers that confirm the applicant's knowledge on the subject matter.

4. Portfolio of evidence

This requires the submission of workplace documents or other documentary evidence that supports the applicants completion of the outcomes stated in the respective unit of competency

5. Resumes/CVs and current job descriptions

These documents are useful in describing the recent and current contexts in which an applicant works but, on their own, cannot be deemed to be evidence. They must be supported by work examples, valid third party reports and other forms of evidence.

6. Copies of policies and procedures

Many applicants submit such documents as evidence that they work in accordance with an organisations policy and procedures. If this is what the applicant is claiming, they must present evidence of actual work that illustrates this. Of course, if the applicant is claiming to have written the policy and procedures, then the documents themselves are indeed evidence, provided the applicant also presents proof of authorship and provided development of policies and procedures is a requirement of the unit/s of competency being addressed.

7. Work documents

Documents such as examples of the applicant's work, reports, correspondence, meeting documents, files, conference records etc must be identifiable. Each individual piece of evidence should be able to stand on its own. That is, assessors should be able to see that any single piece of evidence is: directly related to the applicant and the organisation for which the work was performed; be dated; have file identification and, where necessary, be signed and/or verified.

8. Historical evidence

The currency of evidence can be a big issue. A general rule of thumb is that evidence that is older than three years must be supported by more up to date evidence of the applicant's continued application of the relevant competence. If the applicant can demonstrate a continuum, then the historical evidence can be used; if not, then the applicant must demonstrate current competence in an appropriate way.

QUALITY EVIDENCE TO BE COLLECTED

Quality evidence is evidence that the assessor can rely upon. The evidence provided must be able to withstand scrutiny and provide a clear picture your competent performance over a period of time

For all units of competency the collection of quality evidence requires that assessment must address the scope of the respective unit and reflect all components of the unit i.e. the elements, performance criteria, range statement, evidence requirements and key competencies:

- A range of appropriate assessment methods/evidence gathering techniques is used to determine competency
- Evidence must be gathered in the workplace whenever possible. Where no workplace is available, a simulated workplace must be provided
- The evidence collected must relate to a number of performances assessed at different points in time and in a learning and assessment pathway these must be separated by further learning and practice
- Assessment meets the rules of evidence
- A judgement of competency should only be made when the assessor is confident that the required outcomes of the unit have been achieved and that consistent performance has been demonstrated

GATHERING EVIDENCE

There are three broad types of evidence that you can collect

- Direct evidence
- Indirect evidence
- Personal statements

Direct Evidence

This is work **produced** by you, which might include:

- Correspondence you have written (letters, faxes, emails)
- Completed in-house work programs e.g. documented delivery of in-house training courses
- Folders or records you have maintained
- Plans or schedules you have created and maintained

Direct evidence is anything that you have produced yourself for which you have been primarily responsible. You will need to consider providing various examples of evidence that you have produced over a period of time. It is important to verify your work as your own by getting your supervisor to authorise the evidence that you have submitted. Remember that the Trainer may contact your supervisor to check verification.

Indirect evidence

This is information **about** you, which might include:

- Certificates/Statements of results you have completed
- Minutes of meetings that contain information that you have participated or performed duties at your place of work
- Your position description
- Performance appraisals
- Letters of appreciation from clients or work colleagues
- Reference from previous employees
- Workplace awards, prizes, certificates
- Photographs/recordings of activities you have undertaken
- Reports from managers or supervisors who have witnessed specific activities you have undertaken

Personal Statements

Statements from your managers, supervisors, previous employers, customers & colleagues, can be included in your evidence portfolio to support your claims. These are not references from previous employers but statements of information that are relevant to an element and performance criteria for the unit of competency.

Keep in mind that any personal statements that you include as evidence should include the following:

- A brief description of the situations and/or circumstances in which you carried out the activity/work
- Details of the activity/work
- Explanation of the planning and factors that contributed to the outcomes of the activities/work, e.g. how, why, when and the outcome.

GUIDE TO THE SUBMISSION OF EVIDENCE

How to lodge evidence

Presentation of any written evidence is important. Remember, you are trying to convince your assessor of your competency. Your written assessment or recognition portfolio should:

- be typed or hand written (Please ensure it can be read easily and is in plain English)
- be sorted into correct order and sequence relating to the units of competency applied for
- be grouped into the relevant order and be easy to access (preferably not in plastic sleeves and be clipped together or stapled where required (prevents loss of pages from important bundles).
- give clear references (if external information sources are used)

All RPL applications should be mailed in hard copy or provided in electronic form (email or digital storage device) wherever possible. Copies must be kept by the applicant.

All applicants should provide contact details for confirmation of receipt of application from the Australian Salesmasters Training Company.

Sorting and presenting evidence

Evidence provided should:

- Be relevant to the unit of competency.
- Be unambiguously associated with the applicant, not some other person.
 - Each piece of evidence is clearly identifiable as the candidate's own work
 - Qualifications, references, licences etc presented by the candidate are signed off as a full and correct copy of the original by a credible third party
 - Candidate's verbal or written accounts of what they can do are supported by actual evidence, such as work examples, products, etc.

- Be current.
 - demonstrates that the applicant can apply the competency in their current work
 - reflects work carried out by the candidate over a period of time.
 - The key point here is that the assessor must be confident the applicant can still perform to the standard demonstrated by the evidence.
- Be valid:
 - relates directly to the unit of competency
 - demonstrates the relevant underpinning skills and knowledge
 - reflects the four dimensions of competency and key competencies
 - is appropriate to the relevant AQF descriptor. (Detailed below).
- Be verifiable.
- Be reliable.
- Be sufficient:
 - includes all the critical aspects of evidence presented in the unit Evidence Guide, including the specific evidence requirements listed
 - covers the full range of performance identified in the unit
 - shows competency over a period of time and in different contexts
 - includes different forms of evidence
- Focus only on the set performance criteria and associated elements of the unit of competency.
- Copied and placed with each relevant unit of competency or clearly labeled to show where one piece of evidence applies to more than one unit of competency.
- Cover the competency standard in a clear, logical, and structured manner.

Be sure to indicate copyright and any security or privacy issues when presenting evidence. Australian Salesmasters training Company is sensitive of how RPL information is handled and all materials will usually be returned to the applicant. Any special requirements must be noted in your cover page to prevent legal infringements by all parties.

- Relevant AQTF Descriptor

This is a training program that leads to the completion of the Australian Government's Business Services Training Package. It will equip participants with the essential knowledge, skills and attributes required to work effectively as members of a business administration team and a qualification providing participants with practical skills in the area of Human Resources at AQTF Level IV.

What is the Australian Qualifications Framework?

The Australian Qualifications Framework (AQF) provides a national framework for all education and training qualifications in Australia. There are twelve qualifications in the AQF. Six of these are relevant to the Vocational Education and Training (VET) sector. The twelve qualifications are:

Schools Sector	Vocational Education and Training Sector	Higher Education Sector (Tertiary)
Senior Secondary Certificate of Education	Vocational Graduate Diploma Vocational Graduate Certificate Advanced Diploma Diploma Certificate IV Certificate III Certificate II Certificate I	Doctoral Degree Masters Degree Graduate Diploma Graduate Certificate Bachelor Degree Advanced Diploma Diploma

Australian Quality Training Framework Level – Level IV

Characteristics of Learning Outcomes

- **Breadth, depth and complexity of knowledge and competencies** would cover a broad range of varied activities or application in a wider variety of contexts most of which are complex and non-routine.
- **Leadership and guidance** are involved when organising activities of self and others as well as contributing to technical solutions of a non-routine or contingency nature.
- **Performance of a broad range of skilled applications** including the requirement to evaluate and analyse current practices, develop new criteria and procedures for performing current practices and provision of some leadership and guidance to others in the application and planning of the skills.
- **Applications** involve responsibility for, and limited organisation of, others.

Distinguishing Features of Learning Outcomes

Do the competencies enable an individual with this qualification to:

- demonstrate understanding of a broad knowledge base incorporating some theoretical concepts
- apply solutions to a defined range of unpredictable problems
- identify and apply skill and knowledge areas to a wide variety of contexts, with depth in some areas
- identify, analyse and evaluate information from a variety of sources
- take responsibility for own outputs in relation to specified quality standards
- take limited responsibility for the quantity and quality of the output of others.

Qualification requirements

The qualification in **CPP40307 Certificate IV in Property Services (Real Estate)**, delivered by ASTC has been developed to comply with the qualification requirements of the Office of Fair Trading New South Wales for the issue of a real estate agent's licence

A participant is required to demonstrate competency in all of the following units of competency. The underpinning knowledge must be based on New South Wales law.

From **CPP40307 Certificate IV in Property Services (Real Estate)**, the following five core units:

- 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
- CPPDSM4080A Work in the real estate industry
- CPPDSM4009A Interpret legislation to complete agency work
- CPPDSM4015A Minimise agency and consumer risk.

From **CPP40307 Certificate IV in Property Services (Real Estate)**, the following nineteen elective units:

- CPPDSM4003A Appraise property
- CPPDSM4004A Conduct auction or CPPDSM4020A Present at tribunals
- CPPDSM4005A Establish and build client - agency relationships
- CPPDSM4006A Establish and manage agency trust accounts
- CPPDSM4010A Lease property
- CPPDSM4011A List property for lease
- CPPDSM4012A List property for sale
- CPPDSM4013A Market property for lease
- CPPDSM4014A Market property for sale
- 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
- BSBKRG304B Maintain business records
- BSBSMB406A Manage small business finances
- BSBLED401A Develop teams and individuals.

Plus one elective unit of a participant's own choice from either the property sales and management; specialist; or common unit streams from the CPP40307 Certificate IV in Property Services (Real Estate). Detailed information on the Performance Criteria and Essential Evidence Criteria is located at ***training.gov.au***.

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AQF Descriptors				
Qualification Characteristics				
Qualification	Knowledge	Skills	Problem solving	Information processing capabilities
Certificate I (AQF 1)	As needed for defined range of activities	Basic use of tools/ equipment	Solutions are pre-ordained by others	Receive and recall
Certificate II (AQF 2)	Basic operational, applied to varied activities	Defined range of practical skills	Apply known solutions to predictable problems	Assess and record
Certificate III (AQF 3)	Technical depth/breadth, some theory; able to transfer to new environments	Broad, well developed, able to select, adapt and transfer skills to new activities	Provide technical advice to solve problems in known routines	Interpret
Certificate IV (AQF 4)	Broad base and range incorporating theoretical concepts	Use skills to develop new procedures and apply to other situations	Contribute technical solutions in non-routine problems	Analyse and evaluate current practice
Diploma (AQF 5)	Broad-base of theory, substantial depth in some areas, self-directed application	Broad range of technical and/or managerial/ coordination and planning skills	Evaluate problems and initiate solutions	Analyse and evaluate to forecast, plan and research
Advanced Diploma (AQF 6)	Specialist application of fundamental concepts and principles; complex; develops new areas	Wide range of highly specialised technical, creative, conceptual, analytical, diagnostic managerial skills	Devise new criteria and applications to solve diverse problems	Generate new ideas and advise at strategic level

AQF Descriptors				
Qualification Characteristics				
Qualification	Scope of activities	Operational environment	Discretion/ judgement	Self responsibility/ accountability
Certificate I (AQF 1)	Routine tasks	Narrow, pre-defined, includes pre-vocational /induction	Activities are directed	For own work and quality input to team
Certificate II (AQF 2)	Known routines and functions, some non-routine	Defined range of contexts	Limited choice and complexity of actions/options	For own work and quality outcomes
Certificate III (AQF 3)	Range of skilled operations and activities	Variety of contexts within known Operational environment	More extensive choice and complexity of options/activities	For own work quality/outcomes and time management
Certificate IV (AQF 4)	Varied and broad, depth in some areas	Wide, more complex, non-routine	Apply discretion/ judgement in handling more complex & non-routine functions	Organise and be responsible for own work schedule
Diploma (AQF 5)	Complex and technical, assist in strategic areas, initiate activities	Broad or specialised	Plan and determine selection of equipment/roles/ techniques for self and others	Prescribed autonomy for performing complex/technical operations
Advanced Diploma (AQF 6)	Unpredictable, wide range or highly specific skills	Broad or specialised	Significant role in planning, design, operations	Prescribed autonomy for complex/technical operations

PREPARING A PORTFOLIO

As you work through the relevant unit of competency you must collect documentation or work samples that 'prove' what you do or have done. Examples of the type of evidence you collect and package into a portfolio can also include:

- Resume, Curriculum Vitae
- Job/Position description
- Certificates/Qualifications/Statements of Attainment
- Memo's (you have drafted)
- Letters (you have drafted)
- Proformas/forms you use e.g.
- Fax messages
- Procedures/Policy
- Organisational Chart (with names)
- Reports
- Rosters
- Email Correspondence
- References from supervisor/peers
- Letters of support/appreciation
- Plans you have created
- Performance appraisals/review
- Training Diary
- References from previous employers
- Workplace awards, prizes, certificates
- Tools such as:
- Budgets/costing sheets etc
- Department documents
- Booking sheets
- Workplace evidence e.g. Team meeting notes
- Evaluation forms
- Meetings/conferences/seminars you have helped organise
- Brochures/Flyers you have produced
- Promotional material
- Feedback sheets/surveys
- Team projects (outlining your roles)

The list is indicative rather than exhaustive.

PREPARING AN OBSERVATION REPORT

The following is provided as a guide on how you may prepare an observation report.

Purpose of the task:

- *Through this observation candidates must be able to provide evidence that they can successfully complete the unit of competency.*

The evidence guide and in some cases the performance criteria relating to the elements of the unit of competency should become the criteria used to align observed performance. The observer or assessor, where they hold competency standards relevant to being an assessor and the unit of competency being assessed, should indicate where the candidate has been observed completing the criteria to both the required standard (satisfactory) and on a consistent basis.

Instructions for the observation component:

The observer may make comments and add feedback to the candidate during and after the session. These comments are also important parts of the evidence gathering requirements.

While the criteria form the 'checklist' for the observer they also have scope to add comments and add further criteria they may feel is relevant.

The observer/assessor and the candidate being assessed should sign off and date the observation report for it to be considered valid.

NOTE: The candidate may wish to provide the contact details for the observer/assessor in case the Australian Salesmasters Training Company assessor wishes to confirm either detail relating to the assessment or the observer's relationship with the candidate.

Name::	Date submitted:
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I declare this evidence to have been produced by _____.

Candidate's signature:

- Third party testimony for unit of competency:**
1. CPCPPDSM4007A Identify legal and ethical requirements of property management to complete agency work
 2. CPPDSM4008A Identify legal and ethical requirements of property sales to complete agency work
 3. CPPDSM4080A Work in the real estate industry
 4. CPPDSM4009A Interpret legislation to complete agency work
 5. CPPDSM4015A Minimise agency and consumer risk.
 6. CPPDSM4002A Apply knowledge of state or territory legislative and regulatory framework to complete agency work
 7. CPPDSM4003A Appraise property
 8. CPPDSM4004A Conduct auction
 9. CPPDSM4005A Establish and build client - agency relationships
 10. CPPDSM4006A Establish and manage agency trust accounts
 11. CPPDSM4010A Lease property
 12. CPPDSM4011A List property for lease
 13. CPPDSM4012A List property for sale
 14. CPPDSM4013A Market property for lease
 15. CPPDSM4014A Market property for sale
 16. CPPDSM4016A Monitor and manage lease or tenancy agreement
 17. CPPDSM4017A Negotiate effectively in property transactions
 18. CPPDSM4019A Prepare for auction and complete sale
 19. CPPDSM4022A Sell and finalise the sale of property by private treaty
 20. CPPDSM4049A Implement maintenance plan for managed properties
 21. CPPDSM4056A Manage conflict and disputes in the property industry
 22. BSBRKG304B Maintain business records
 23. BSBSMB406A Manage small business finances
 24. BSBLED401A Develop teams and individuals.

Testimony			
<p>Please confirm the work performance of the applicant using this checklist. This information is confidential and will be used by Australian Salesmasters Training Co to assess and recognise any prior learning the candidate may have that satisfy the unit of competency listed above</p> <p>Is the applicant able to reliably meet XXXXXXXXX * performance standards for the following tasks?</p> <p style="margin-left: 20px;">• Name of workplace to be inserted</p>	Yes	Needs more experience	N/A

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Third Party Report for CPP40307 Certificate IV in Property Services (Real Estate)			
Candidate name:			
Qualification:	CPP40307		
Third Party /Assessor			
Third Part Qualifications			
Workplace:			
Date of observation:	From	to	
Observation			
Confirm if the candidate has consistently, and to a satisfactory standard demonstration skills and knowledge relating to:	Yes	No	N/A
1. CPPDSM4007A Identify legal and ethical requirements of property management to complete agency work			
1 Apply knowledge of property management.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.1 Purpose of property management and relationship with asset management are identified in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2 Roles and responsibilities of government agencies regulating the lease and management of property are identified in relation to agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3 Legislation regulating the lease and management of properties is identified in the context of agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4 Types of tenancies are identified in line with legislation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.5 Principles of property management are identified in the context of legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.6 Ethical and conduct standards and key principles of consumer protection, equal employment opportunity and privacy legislation in relation to property management are identified in the context of legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Develop knowledge of property management process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.1 Need for demonstrating effective communication strategies in establishing rapport with clients, determining client needs, providing accurate advice, addressing client concerns and dealing with conflict is identified in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 Listing opportunities are identified and assessed in the context of legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 Authority documents and other agency documents for property management are identified in line with legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4 Strategies for marketing property are identified and assessed in the context of legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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2.5 Property leasing process is identified in the context of legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.6 Statutory and agency leasing documents are identified, completed and stored in line with legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.7 Procedures for managing leased properties are identified and assessed in line with legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.8 Procedures for terminating leases and vacating leased properties are identified in line with legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.9 Statutory and agency documents to terminate a tenancy are identified, completed and stored in line with legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Handle moneys.			
3.1 Processes for receiving, recording, lodging and releasing bonds or security deposits are identified in line with legislative requirements and agency practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2 Processes for receiving, recording, processing and disbursing trust monies are identified in line with legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3 Processes for preparing and forwarding financial statements to landlord are identified in the context of legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Identify roles and responsibilities of agency personnel in property management.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.1 Roles and responsibilities of agents in leasing and managing property are identified in line with legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.2 Agent commission and management fees are identified and calculated in compliance with legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.3 Strategies for resolving disputes between landlord and tenant are identified and evaluated in line with legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.4 Effective communication strategies for managing conflicts involving clients are identified and evaluated in line with legislative requirements and agency practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Use key register.			
5.1 Key register system is accessed and maintained in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.2 Security of register and keys is maintained in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. CPPDSM4008A Identify legal and ethical requirements of property sales to complete agency work			
1 Develop knowledge of property sales.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.1 Types and characteristics of land tenure systems are identified in line with legislation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2 Legislation regulating the sale of properties is identified in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3 Information provided on the Certificate of Title is checked for accuracy against the agency agreement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4 Types of property ownership are identified in line with legislation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.5 Legal requirements relating to the sale of property are identified and interpreted in line with legislation and agency requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.6 Requirements of ethical and conduct standards and consumer protection and privacy legislation in relation to the sale of property are identified in line with legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Develop knowledge of sales process.			
2.1 Need for demonstrating effective communication strategies in establishing rapport with clients, determining client needs, providing accurate advice, addressing client concerns and dealing with conflict is identified in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 Listing opportunities are identified and assessed in the context of legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 Methods of selling property are identified and assessed in the context of legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4 Sale authority agreements are identified, completed and stored in line with legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.5 Strategies for marketing property are identified and assessed in the context of legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.6 Purpose and terms of statutory statements required to be prepared by sellers for the sale of property and businesses are identified and interpreted in the context of legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.7 Contractual documents relating to the sale of property are identified, interpreted, completed and stored in line with legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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2.8 Process for settling the sale of property is identified in the context of legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Identify roles and responsibilities of sales personnel.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.1 Relationship between salesperson and agency principal is identified in the context of legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2 Roles and responsibilities of agent in sale of property including general disclosure requirements are identified, interpreted and assessed in the context of legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3 Restrictions on agents purchasing property and sanctions for violations of restrictions are identified, interpreted and complied with in line with legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.4 Controls and sanctions on secret commissions are identified in the context of legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.5 Entitlements and commissions for agents are identified and calculated in the context of legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. CPPDSM4080A Work in the real estate industry			
1 Develop knowledge of estate agency operations.			
1.1 Key features of the agency principal relationship are identified and interpreted according to legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2 Roles and responsibilities of key personnel involved in estate agencies are identified in line with legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3 Information on key operations of estate agencies is identified in the context of legislative and agency requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4 Forms of business ownership, organizational structure and services offered by estate agencies, including liabilities and responsibilities, are identified.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Interpret and comply with legislative and agency requirements.			
2.1 Approaches for sourcing and accessing legislation relevant to agency operations are applied.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 Legislation and ethical and conduct standards relevant to estate agency operations, including legislative limitations on agency practice, are identified to ensure compliance with legislative and agency requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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2.3 Licensing and eligibility requirements for licensed real estate agents, real estate representatives and other employees, including offences and penalties, are identified to ensure compliance with legislative and agency requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4 Key provisions of consumer protection and privacy legislation are identified in relation to agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.5 Purpose of trust funds and the key legislative controls on trust funds relevant to authorized employees are identified to ensure compliance with legislative and agency requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.6 Roles and responsibilities of government agencies and industry bodies are identified in relation to agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.7 Personal understanding of legislative requirements is assessed and verified with relevant people.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.8 Situations in which specialist advice is required are identified and sources of appropriate advice are determined in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Model ethical practice.			
3.1 Ethical and conduct standards, including penalties for breaches, are identified and interpreted to ensure compliance with legislative requirements and industry and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2 Agent's liability for breach of contract and negligence is identified in the context of legislative and agency requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3 Personal understanding of ethics and conduct standards required for good agency practice is verified with relevant people to ensure compliance with legislative requirements and industry and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.4 Situations in which specialist advice is required are identified and sources of appropriate advice are determined in line with legislative and agency requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Identify industry employment requirements.			
4.1 Industry employment requirements are identified and interpreted to ensure compliance with legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.2 Employee and employer rights and responsibilities regarding conditions of employment are identified and interpreted to ensure compliance with legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4.3 Effective communication strategies are employed to establish rapport with clients, determine client needs, and provide accurate advice and follow-up services in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.4 Personal presentation and professional image are assessed for compliance with industry and agency norms.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.5 Personal knowledge and skills in providing real estate services are assessed against industry competency standards and other relevant benchmarks to determine continuing training needs and priorities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.6 Opportunities for continuing training to maintain currency of competence and develop specialist and advanced skills and knowledge are identified, planned and applied in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. CPPDSM4009A Interpret legislation to complete agency work			
1 Identify legal principles and legislative requirements affecting real estate operations			
1.1 Legal framework in which real estate agencies operate is identified.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2 Components of statute law and their relationships are identified with respect to their application to real estate practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3 Source documents for legislation and regulations relevant to the provision of real estate agency services are identified and accessed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Interpret legislative requirements affecting real estate operations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.1 Structure of real estate legislation and regulations and the effect on their interpretation are identified.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 Common interpretation problems with real estate legislation and regulations are identified.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Identify changes to legislation and regulations affecting agency operations.			
3.1 Processes that lead to changes in real estate legislation and regulations are identified.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2 Source documents for amendment legislation relevant to the provision of real estate agency services are identified and accessed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3 Techniques for tracking amendments to real estate legislation and regulations are identified and applied.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.4 Implications of changes to legislative and regulatory requirements are identified and addressed in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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3.5 Strategies for identifying amendments to legislation and regulations are implemented.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.6 Changes to legislative and regulatory requirements are communicated to appropriate people in line with agency policy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Comply with relevant industry codes.			
4.1 Industry codes of conduct are sourced and accessed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.2 Relationship between industry codes of conduct and legislative requirements are identified.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.3 Key principles and responsibilities of industry codes of conduct are interpreted and applied to own work in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.4 Personal ethical behaviour demonstrates a commitment to comply with industry codes of conduct.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Maintain records of legislation and industry codes.			
5.1 Agency processes and the personnel responsible for monitoring and communicating changes to legislation and industry codes of conduct are identified.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.2 Relevant records of legislation and industry codes of conduct are maintained.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. CPPDSM4015A Minimise agency and consumer risk.			
1 Identify potential risks to agency and clients.			
1.1 Sources of information and tools for identification of actual and potential risks are accessed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2 Actual and potential risks to agency, clients and other stakeholders are identified.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3 Agency representations and information provided by clients are confirmed and assessed in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4 Identified risks are documented according to agency and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Analyse causes and potential impact of risks on agency, clients and other stakeholders.			
2.1 Causes of risks are analysed in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 Potential impact of risks on agency, clients and other stakeholders is determined.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 Consequences, likelihood and severity of risks are assessed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4 Risk categorisation is undertaken and risk priorities are set.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.5 Risk analysis processes and outcomes are documented.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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3 Implement agency procedures and systems to minimise risk.			
3.1 Options for minimising risks, including legislative measures, are determined and assessed for strengths and weaknesses.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2 Risks are continuously monitored in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3 Agency procedures and systems for controlling risks, including handling complaints, are identified and implemented, as required.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.4 Control measures are chosen and implemented as required.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.5 Risk treatment plans are implemented as required.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Implement agency procedures and systems to minimise consumer risk.			
4.1 Risks to consumers engaged in business dealings with the agency are identified and assessed in line with legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.2 Consumer risks are continually monitored in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.3 Agency procedures and systems for minimizing consumer risk are identified and implemented as required.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.4 Personal skills in identifying and assessing consumer risk are reviewed, and where appropriate, strategies are implemented for improving this aspect of professional practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. CPPDSM4002A Apply knowledge of state or territory legislative and regulatory framework to complete agency work			
1 Source and apply information on real estate industry in relevant State or Territory.			
1.1 Sources of information on the real estate industry in relevant State or Territory are identified and accessed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2 Information is obtained to assist effective work performance within the industry.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3 Information on related industries is sourced.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4 Knowledge of the real estate industry is applied in the correct context to enhance quality of work performance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.5 Current issues of concern to the industry are monitored.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.6 Updated knowledge is shared with clients and colleagues as appropriate and incorporated into day-to-day work activities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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2 Source and apply relevant state or territory legislation and regulations affecting agency operations			
2.1 Sources of information on state or territory legislation and regulations affecting agency operations are identified and accessed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 Relevant state and territory legislation and regulations are obtained to assist effective work performance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 Day-to-day real estate industry activities are conducted according to relevant legislative and regulatory requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. CPPDSM4003A Appraise property			
1 Research property.			
1.1 Purpose of property appraisal is established with client in line with agency practice and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2 Methods for gathering information are selected that are reliable and make efficient use of time and resources in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3 Information on property is gathered and organised in a format suitable for analysis and interpretation in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4 Appropriate interpersonal communication techniques are used to access additional information from relevant people.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.5 Source documents are obtained and analysed to determine status and ownership of property in line with agency practice and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Appraise sale price range or rental value of property for listing purposes.			
2.1 Appropriate method for appraising the sale price range or rental value of property is selected in line with agency practice and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 Sale price range or rental value of property is appraised for listing purposes in line with client instructions, agency practice and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 Appraisal of sale price range or rental value of property is clear, justified and based on assessment of all factors in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4 Limitations in appraising property are recognized and specialist advice is sought as required in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3 Present information.			
3.1 Information on sale price range or rental value of property is presented to client within specified time, budget and quality constraints and in line with client requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2 Information is prepared and presented in required format, style and structure using relevant business equipment and technology in line with legislative and agency requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3 Feedback on suitability and sufficiency of appraisal is obtained and where appropriate incorporated into advice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.4 Agency property records are securely maintained with due regard to client confidentiality in line with agency and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. CPPDSM4004A Conduct auction			
1 Conduct auction.			
1.1 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"/>	<input type="checkbox"/>
1.2 Auction arrangements are confirmed in briefing with selling agent in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3 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"/>	<input type="checkbox"/>
1.4 Appropriate communication and presentation skills are used in conducting the auction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.5 Price movements are monitored during the auction process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.6 Questions from bidders and others engaged in the auction are answered honestly in line with agency practice, ethical standards and legislative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.7 Auction is conducted in a manner consistent with agency practice, ethical standards and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. CPPDSM4005A Establish and build client - agency relationships			
1 Communicate effectively with clients.			
1.1 Enquiries from clients are handled promptly to enable high quality service delivery according to agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2 Effective interactive communication strategies are used to establish appropriate rapport and promote two-way communication with clients.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3 Rapport is established with clients and an interest in client needs, preferences and requirements is expressed to enhance client commitment, trust and credibility of agency and to build return client base.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4 Culturally appropriate styles of communication are used for specific cultural groups.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.5 Opportunities to offer positive feedback to clients are identified and acted upon in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.6 Professional ethics are maintained with client to promote agency image and credibility.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Implement client– agency relationship management strategies.			
2.1 Client loyalty objectives are identified to focus on the development of long-term business relationships.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 Client profile information is assessed to determine approach.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 Client loyalty strategies are implemented to attract and retain clients in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Implement agency client care and client service standards.			
3.1 Agency client care and client service standards are identified and consistently implemented across all areas of agency operations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2 Customer service problems are identified and adjustments made to ensure continued service quality.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3 Delivery of agency services is coordinated to ensure that service quality is maintained and improved.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Implement personal marketing strategies.			
4.1 Personal qualities, compliance with ethical and conduct standards, knowledge of property sales and property management environment, customer relations and performance provide a positive role model.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.2 Personal marketing strategies are identified, evaluated and implemented in line with ethical standards and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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5 Build ongoing relationships with clients.			
5.1 Strategies are implemented for obtaining ongoing feedback and other forms of data from clients to monitor satisfaction levels.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.2 Feedback and other forms of data are collated and analysed to identify options for improving relationships with clients.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.3 Feedback and other forms of data are used to develop and implement ways of maintaining and improving relationships with clients.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. CPPDSM4006A Establish and manage agency trust accounts			
1 Review agency trust accounts for compliance with trust account requirements			
1.1 Agency trust account requirements are clearly identified, accurately recorded and continuously updated in line with relevant legislation and regulations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2 Policies and procedures for accurate trust account keeping are developed which comply with trust account requirements, key principles of accounting and financial management, agency practice and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3 Criteria for evaluating electronic and manual trust accounting systems are identified and applied to ensure compliance with all trust account requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Establish and maintain trust accounts			
2.1 Source documents for trust transactions are identified and accessed in line with legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 Documentation of trust records and transactions are produced to give an accurate record of agency transactions on behalf of clients.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 Transactions are supported by appropriate authorisation and documentation and are in line with agency practice and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4 Entries and transactions are promptly and accurately recorded in line with relevant trust account requirements and agency requirements, and can be provided on demand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.5 Discrepancies in entries or documentation are promptly followed up to ensure clarification or resolution and are reported to relevant authorities where necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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2.6 Audit and security arrangements are checked to ensure they provide adequate protection for client confidentiality and client funds held in trust.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Manage and control trust accounts			
3.1 Disbursements to and from trust accounts are authorised and managed within agreed agency protocols and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2 Appropriate arrangements are made with third parties and other professionals to ensure that agency trust accounts comply with legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3 Agency trust administration policies and procedures are disseminated or made readily available to relevant staff in line with agency practice and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.4 Ongoing training of relevant agency staff is provided to ensure efficient operation of trust accounts and financial and IT systems, and compliance with agency practice and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.5 Procedures for monitoring records and ensuring the security of trust account records are developed and implemented.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Monitor and review trust accounts.			
4.1 Documentation and other reporting requirements are regularly reviewed for compliance with legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.2 Trust account entries and transactions are regularly checked and monitored to ensure compliance with agency practice and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.3 Trust account transactions are monitored to ensure appropriate authorisation is obtained prior to any disbursements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Authorise and verify trust accounts			
5.1 Periodic reconciliation is verified by licensee in charge, in compliance with legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.2 Periodic financial reports are prepared and discussed with clients to ensure their continued accuracy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.3 Records are maintained to enable them to be conveniently and properly audited.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.4 Legislative audit requirements are met.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. CPPDSM4010A Lease property			
1 Screen tenant enquiries.			
.1 Enquiries from potential tenants regarding lease of property are handled promptly to enable high quality service delivery in line with agency requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2 Appropriate rapport is established with potential tenants.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3 Enquiries from potential tenants are screened to determine their preferences, needs, financial limits and capacity to pay and care for the property in line with agency practice and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4 Factors likely to influence the lease of properties are identified and potential tenant intentions clarified.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.5 Discussions with potential tenants are undertaken using promotional materials detailing agency rental arrangements and effective interpersonal communication techniques to identify and match stated requirements with known listings.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.6 Strategies for assisting potential tenants to decide to view properties are implemented in line with agency practice, ethical standards and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.7 Areas of dispute are analysed and evaluated in line with agency practice and market expectations to enable resolution of dispute.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.8 Agency records associated with prospective tenant enquiries are completed in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Undertake property inspection.			
2.1 Appointments are made for property inspections in line with agency practice, ethical standards and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 Preparations are made for property inspection in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 Procedure for property inspections, including key control, orientation of prospective tenant to property and strategies for ensuring security of managed property, is implemented in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4 Effective questioning techniques are used to clarify prospective tenant's interest in the property.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Obtain and review tenancy applications.			
3.1 Tenancy applications are reviewed to ensure that they have been completed in a full and accurate manner, consistent with legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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3.2 Applicants' references are checked and results recorded according to legislative requirements, ethical standards and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3 Application processes are reviewed to ensure compliance with ethical standards and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.4 Procedures for gaining landlord approval for tenancy are implemented in line with legislative requirements, ethical standards and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.5 Effective negotiation techniques are used to persuade and reach agreement between landlord and tenant on terms of tenancy agreement or lease.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.6 Selected and unsuccessful applicants are notified and details are recorded in agency systems.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Complete tenancy documentation and place tenant in property.			
4.1 Tenancy agreement or lease documentation is produced and completed in line with agency practice, legislative requirements and landlord instructions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.2 Procedures for placing new tenant in property are implemented in line with legislative requirements, ethical standards and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.3 Required government fees and duty are paid in line with legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.4 Security deposits are obtained, deposited and recorded as required by agency practice and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.5 Tenancy agreement or lease documentation is served to relevant parties in required timeframes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Record tenancy arrangements.			
5.1 Tenancy database is updated to record details of tenancy arrangements in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.2 Trust account transactions are accurately recorded to show moneys taken in and disbursements made in line with agency practice, tenancy agreement or lease documentation, and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. CPPDSM4011A List property for lease			
1 Promote agency's property management services.			
1.1 Promotional activities for gaining new agency listings are evaluated and implemented in line with agency practice and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2 Promotional activities aimed at existing agency clients to attract new listings are planned and implemented in line with agency practice and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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1.3 Business and personal referral networks are established and maintained in order to attract property listings.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4 Communication with agency sales department is maintained to identify potential new listings and provide sales staff with rental appraisals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Establish client requirements.			
2.1 Enquiries from potential clients regarding property listings are handled promptly to enable high quality service delivery according to agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 Appropriate rapport is established with potential client.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 Client requirements regarding property are clarified and accurately assessed using appropriate interpersonal communication techniques.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4 Appointment is made with client to discuss property listing in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Plan property listing presentation.			
3.1 Preparations are made for property listing presentation in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2 Promotional material and listing kit are prepared to highlight benefits of agent and agency in line with agency practice, ethical standards and legislative Requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Deliver property listing presentation.			
4.1 Visual inspection of property is conducted to provide client with a realistic range of marketing and leasing options.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.2 Key decision makers are identified to ensure that their needs and concerns are met in the listing presentation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.3 Market influences likely to affect the property listing are discussed with the client.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.4 Recommended property improvements, estimated costs and likely influence on leasing of property and rental return are discussed with the client.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.5 Property appraisal is provided that includes realistic estimate of likely rental return.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.6 Promotional materials, agency listing kit and relevant legal and financial information are used to support the listing presentation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.7 Appropriate marketing activities are discussed with client.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.8 Agency services, fees and charges are discussed with the client.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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4.9 Client is given time and space to evaluate agency services while time is used to maximum advantage to promote agency.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.10 Client questions are answered fully and honestly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.11 Effective interpersonal communication skills are used to respond to client questions and concerns.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Finalise property listing.			
5.1 Client agreement to list property with agency is confirmed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.2 Statutory and agency listing documentation is explained to client in line with agency practice and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.3 Agency fees and conditions are negotiated and agreed with the client.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.4 Effective communication skills and negotiation techniques are used to respond to client questions and concerns.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.5 Property details are recorded accurately and correctly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.6 Listing documentation is completed in line with agency practice and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Record and act on instructions.			
6.1 Client instructions are recorded to meet legislative requirements and agency record-keeping requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.2 Business documents are produced to reflect advice to relevant parties involved in the listing transaction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.3 Information to clients is provided to reflect progress made within the terms of the agreement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. CPPDSM4012A List property for sale			
1 Prospect for property listings			
1.1 Business development area for property listings is identified in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2 Key sources of property listings are identified in line with agency practice and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3 Strategies for attracting property listings are implemented in line with agency practice and legislative requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4 Business and personal referral networks are established and maintained in order to attract property listings.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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2 Establish client requirements			
2.1 Enquiries from potential clients regarding property listings are handled promptly to enable high quality service delivery according to agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 Appropriate rapport is established with potential client.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 Client requirements regarding property are clarified and accurately assessed using appropriate interpersonal communication techniques.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4 Appointment is made with client to discuss property listing in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Plan property listing presentation.			
3.1 Preparations are made for property listing presentation in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2 Promotional material and listing kit are prepared to highlight benefits of agent and agency in line with agency practice, ethical standards and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Deliver property listing presentation.			
4.1 Visual inspection of property is conducted to provide client with a realistic range of marketing and selling options in line with agency practice and legislative requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.2 Key decision makers are identified to ensure that their needs and concerns are met in the listing presentation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.3 Market influences likely to affect the property listing are discussed with the client.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.4 Recommended property improvements, estimated costs and likely influence on property sale and price are discussed with client.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.5 Property appraisal is provided that includes realistic selling price range.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.6 Promotional materials, agency listing kit and relevant legal and financial information are used to support the listing presentation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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4.7 Appropriate method of sale and marketing activities are discussed with client.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.8 Agency services, fees and charges are discussed with the client.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.9 Client is given time and space to evaluate agency services while time is used to maximum advantage to promote agency.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.10 Questions are answered fully and honestly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.11 Effective interpersonal communication skills are used to respond to client questions and concerns.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Prepare and execute agency agreement			
5.1 Client agreement to list property with agency is confirmed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.2 Statutory and agency listing documentation is explained to client in line with agency practice and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.3 Agency fees and conditions are negotiated and agreed with the client.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.4 Effective communication skills and negotiation techniques are used to respond to client questions and concerns.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.5 Property details are recorded accurately and correctly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.6 Listing documentation is completed in line with client instructions, agency practice and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Record and act on instructions			
6.1 Client instructions are recorded to meet sales or auctioneering legislative requirements and agency record-keeping requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.2 Business documents are produced to reflect advice to relevant parties involved in the listing transaction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.3 Information to clients is provided to reflect progress made within the terms of the agreement.			

14. CPPDSM4013A Market property for lease			
1 Develop marketing plan for property			
1.1 Potential tenant profile and benefits of effectively marketing property for lease are discussed with landlord.			
1.2 Strategies and timeframe for marketing property, including possible marketing activities, are discussed with landlord.			
1.3 Costs of different marketing strategies and activities are discussed with landlord.			
1.4 Marketing plan for property is prepared and presented to landlord in line with agency practice.			
1.5 Marketing plan, including marketing activities and budget, is agreed with landlord			
2 Check marketing materials			
Marketing materials that reflect agreed property and agency marketing plan are developed within agreed budget and timeframes			
Marketing materials are checked for accuracy and compliance with agency and legislative requirements.			
3 Implement marketing activities			
3.1 Persons involved in marketing property for lease are briefed on their roles and responsibilities to ensure success of marketing activities.			
3.2 Marketing activities are implemented in line with agreed marketing plan and budget.			
3.3 Responsibility is assigned for ongoing monitoring of marketing activities.			
3.4 Marketing activities are implemented that comply with agency practice, ethical standards and legislative requirements.			
3.5 Landlord is kept informed of progress of marketing activities according to agency practice and legislative requirements.			

4 Review and report on marketing activities and plan.			
4.1 Marketing activities are reviewed against aims and objectives of marketing plan.			
4.2 Feedback on outcomes of marketing activities is sought using reliable methods and verifiable data according to agency practice.			
4.3 Need for alternative marketing activities and adjustments to marketing plan are assessed in consultation with relevant people if property proves difficult to lease.			
4.3 Effectiveness of planning and marketing processes is assessed to identify possible improvements in future activities.			
4.4 Costs and time lines are analysed to evaluate and improve future marketing initiatives.			
4.5 Conclusions are prepared from verifiable evidence and advice is provided on future marketing initiatives.			
15. CPPDSM4014A Market property for sale			
1 Develop marketing plan for property.			
1.1 Potential buyer profile and benefits of effectively marketing property for sale are discussed with seller.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2 Strategies and timeframe for marketing property, including possible marketing activities, are discussed with seller.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3 Costs of different marketing strategies and activities are discussed with seller.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4 Marketing plan for property is prepared and presented to seller in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.5 Marketing plan, including marketing activities and budget, is agreed with seller.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Check marketing materials.			
2.1 Marketing materials that reflect agreed property and agency marketing plan are developed within agreed budget and timeframes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 Marketing materials are checked for accuracy and compliance with agency and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Implement marketing activities.			
3.1 Persons involved in marketing property for sale are briefed on their roles and responsibilities to ensure success of marketing activities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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3.2 Marketing activities are implemented in line with agreed marketing plan and budget.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3 Responsibility is assigned for ongoing monitoring of marketing activities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.4 Marketing activities are implemented that comply with agency practice, ethical standards and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.5 Seller is kept informed of progress of marketing activities according to agency practice and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Review and report on marketing activities and plan.			
4.1 Marketing activities and plan are reviewed against aims and objectives of marketing plan.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.2 Feedback on outcomes of marketing activities is sought using reliable methods and verifiable data according to agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.3 Need for alternative marketing activities and adjustments to marketing plan are assessed in consultation with relevant people if property proves difficult to sell.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.4 Effectiveness of planning and marketing processes is assessed to identify possible improvements in future activities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.5 Costs and time lines are analysed to evaluate and improve future marketing initiatives.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.6 Conclusions are prepared from verifiable evidence and advice is provided on future marketing initiatives.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. CPPDSM4016A Monitor and manage lease or tenancy agreement			
1 Implement conditions of lease or tenancy agreement.			
1.1 Rights and duties of tenants and landlords or agents during the lease or tenancy agreement are identified in line with ethical standards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2 Inspections of managed properties are conducted and condition reports are prepared in line with lease or tenancy agreement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3 Rental moneys are collected and processed in line with lease or tenancy agreement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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1.4 Reports are accurately prepared and routinely communicated to landlord on rental moneys collected or in arrears.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.5 Strategies for collection of rental arrears are discussed with and agreed to by landlord prior to implementation of collection process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.6 Procedures for collection of rental arrears are implemented in line with landlord instructions, legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.7 Tenants in arrears are routinely followed up to obtain payment or vacant possession in line with landlord instructions, legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.8 Where necessary, claims against rental bonds are prepared and forwarded to the appropriate authority within specified timeframe of the outgoing property inspection.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.9 Rent increases and reviews are conducted in line with lease or tenancy agreement, legislative requirements and agency practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Respond to enquiries from tenants and landlords.			
2.1 Enquiries from tenants and landlords regarding managed property are handled promptly to enable high quality service delivery in line with agency requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 Appropriate rapport is established with tenants and landlords.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 Appropriate interpersonal communication skills are used to clarify enquiries from tenants and landlords.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4 Enquiries from tenants and landlords are resolved in terms of lease, tenancy agreement or management agreement or are referred to appropriate people <i>in</i> line with agency practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Plan for renewal of leases and tenancy agreements			
3.1 Agency renewal patterns for leases and tenancy agreements are assessed and strategies developed to maximise benefits for agency and landlords.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2 Lease and tenancy agreement expiries are scheduled to ensure renewals are obtained prior to expiry dates.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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4 Manage renewals of leases and tenancy agreements.			
4.1 Property is inspected and an accurate report is produced on property conditions and maintenance requirements in line with legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.2 Property condition reports and rental details are provided to tenants prior to renewal of lease or tenancy agreement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.3 Conditions of lease or tenancy agreement renewal are negotiated and agreed with all parties.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.4 Lease or tenancy agreement renewal documentation is prepared and provided to tenant and finalised in line with legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Manage termination of lease or tenancy agreement on behalf of landlord.			
5.1 Documentation required to terminate a lease or tenancy agreement on behalf of landlord is prepared in line with landlord instructions, legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.2 Notice is given to tenant according to client instructions, legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.3 Rights of tenant with regard to terminating a lease or tenancy agreement are observed in line with legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.4 Property inspections are conducted in line with client instructions, legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.5 Effective interpersonal communication techniques and negotiation skills are used with the landlord and tenant to obtain satisfactory conclusion to tenancy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.6 Relevant procedures are implemented on behalf of landlord to claim an entitlement to retain part or all of security deposit or bond money, if required, in line with landlord instructions, legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.7 Effective interpersonal communication techniques and negotiation skills are used to clarify issues and resolve disputes with landlords and tenants emanating from the termination of leases and tenancy agreements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5.8 Regular reports are provided to landlord on termination process and outcomes in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Respond to termination of lease or tenancy agreement initiated by tenant.			
6.1 Rights of tenant to terminate lease or tenancy agreement are observed in line with legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.2 Tenant intention to terminate lease or tenancy agreement is communicated to landlord and instructions are taken from landlord in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.3 Property inspections are conducted in line with landlord instructions, legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.4 Effective interpersonal communication techniques and negotiation skills are used with the landlord and tenant to obtain satisfactory conclusion to tenancy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.5 Relevant procedures are implemented on behalf of landlord to claim an entitlement to retain part or all of the security deposit or bond money, if required, in line with landlord instructions, legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.6 Effective interpersonal communication techniques and negotiation skills are used to clarify issues and resolve disputes with landlords and tenants emanating from the termination of leases and tenancy agreements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.7 Regular reports are provided to landlord on termination process and outcomes in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. CPPDSM4017A Negotiate effectively in property transactions			
1.1 Clear and open discussions are held with relevant parties to clarify issues and identify desired outcomes in line with agency practice and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2 Consequences of not reaching agreement are identified and other alternatives are determined.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Negotiate with parties involved in property transactions to reach a desired outcome.			
2.1 Relevant information is collected, analysed and organised to inform the negotiation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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2.2 Negotiation approach is established in line with agency practice and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 Negotiation is conducted in a professional manner, showing respect for all parties in line with agency practice, ethical standards and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4 Effective negotiation techniques are used to persuade and reach agreement between parties to the transaction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.5 Possible solutions are discussed and their viability assessed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.6 Effective techniques are used for dealing with conflict and breaking deadlocks where required.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.7 Final position is confirmed, ensuring agreement and understanding between all parties.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.8 As necessary, follow-up communication or reports are provided to all parties to confirm adjustments required to conditions of agreement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Manage potential and real disputes with parties to property transactions.			
3.1 Areas of dispute are analysed and evaluated according to agency procedures and market expectations to enable resolution of dispute.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2 Further negotiation and clarification of lease or sale is carried out until agreement is reached to the satisfaction of all parties.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. CPPDSM4019A Prepare for auction and complete sale			
1 Implement auction marketing plan.			
1.1 Agreement to auction is obtained from seller according to agency practice and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2 Auction marketing plan is confirmed with seller in line with agency practice, ethical standards and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3 Descriptions of property to be auctioned are prepared for use before and during auction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4 Auction marketing plan, including inspections, open houses and relevant security arrangements, is implemented in line with agency practice, ethical standards and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.5 Marketing is monitored on a regular basis to establish effectiveness of marketing plan.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.6 Enquiries from prospective buyers and other interested parties are addressed and where required copies of relevant documentation are provided.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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1.7 Offers from prospective buyers prior to auction are referred to owner in line with agency practice and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.8 Regular reports on auction marketing are communicated to seller.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Prepare auction documentation.			
2.1 Purpose and content of auction documentation are explained to seller.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 Auction documentation is prepared in a manner consistent with seller instructions, marketing plan used to manage the auction program, agency practice, ethical standards and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 Assisting professionals are followed up in a timely manner to ensure that auction documentation is completed prior to auction date.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Plan auction day procedures.			
3.1 Auction day procedures are confirmed with seller in line with agency practice, ethical standards and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2 Property is inspected by auctioneer prior to auction day according to agency practice and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3 Reserve price is confirmed with seller in line with agency practice, ethical standards and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.4 Staff, equipment, promotional materials and other requirements for auction are identified and arrangements are made to ensure their availability on auction day.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Implement auction day procedures.			
4.1 Auction area is prepared, including deployment of staff, and promotional materials and equipment consistent with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.2 Auction documentation is prominently displayed consistent with agency practice and relevant legislation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.3 Property inspection is facilitated on auction day prior to the commencement of the auction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.4 Questions from interested parties are answered or referred to informed sources in line with agency practice and ethical standards.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.5 Auction day procedures are implemented in line with agency practice and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5 Complete follow-up procedures after auction sale.			
5.1 Follow-up procedures are implemented if property is sold in line with agency practice, ethical standards and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.2 Sales documentation is accurately completed in line with agency practice and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.3 Follow-up procedures are implemented if property is passed in consistent with agency practice, ethical standards and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.4 Accurate sales data is compiled that reflects auction outcomes for use in follow-up procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.5 Appropriate records of attendance or interest are compiled to expand agency contact lists of potential clients identified through the auction process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.6 Publication of auction results and post-auction information is arranged in line with agency practice and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. CPPDSM4022A Sell and finalise the sale of property by private treaty			
1 Qualify buyer.			
1.1 Enquiries from potential buyers regarding purchase of property are handled promptly to enable high quality service delivery according to agency requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2 Appropriate rapport is established with potential buyer.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3 Buyer requirements are clarified and accurately assessed using appropriate interpersonal communication techniques.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4 Factors likely to influence the purchase of properties are identified and used to confirm buyer intentions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.5 Customer due diligence is undertaken according to agency practice and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.6 Potential buyers are provided with suitable information about available and prospective listings and assisted to find listing that best matches their requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.7 Potential buyers are assisted in making a decision to view properties using information obtained from sellers and buyers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.8 Qualified prospects are recorded to provide an opportunity to maximise future marketing activities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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2 Arrange property inspection for potential buyer.			
2.1 Appointments are made for property inspections in line with agency practice, ethical standards and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 Preparations are made for property inspection in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 Promotional material on the property is used to describe main sales features of the property.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4 Effective questioning techniques are used to clarify buyer interest in the property.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.5 Records of inspections are accurately completed in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Deliver effective sales presentation.			
3.1 Factors affecting the successful conclusion of the sale are identified and addressed in the sales presentation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2 Key decision makers are identified to ensure that their needs and concerns are met in the sales presentation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3 Main features of property are matched to buyers' stated needs and motivation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.4 Relevant legal and financial information is used to support the sales presentation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.5 Effective communication and presentation skills are used to create buyer interest and focus buyer attention on the property.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.6 Buyer is given time and space to evaluate property while time is used to maximum advantage to promote property.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.7 Buyer is encouraged to clarify key aspects of property before a decision is made to purchase property.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.8 Buyer questions are answered fully and honestly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.9 Details of offer to purchase property submitted by buyer are confirmed and documented.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Submit offer and negotiate property sale.			
4.1 Offer from buyer is submitted to seller in line with agency practice, ethical standards and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.2 Professional agency advice is provided to seller that incorporates declared knowledge of buyer's motivation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.3 Negotiations are conducted with buyer according to seller response to offer.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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4.4 Negotiations are conducted in a professional manner, including showing respect for seller and buyer in line with agency practice, ethical standards and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.5 Effective negotiation techniques are used to persuade and reach agreement between seller and buyer.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.6 Alternative offers are discussed and their viability assessed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.7 Effective techniques are used for dealing with conflict and breaking deadlocks where required.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.8 Effective techniques are used for closing sale.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.9 Mutually agreed price and conditions of sale are established and confirmed with seller and buyer.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.10 Relevant sale of property documentation is explained to seller and buyer in line with agency and statutory requirements for finalisation of the property transaction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.11 Documented, agreed price and conditions of sale are made accessible that provide an accurate record of agreement and meet agency and statutory requirements for finalisation of the property transaction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Maintain communication with seller.			
5.1 Seller confidence in agency marketing activities is maintained through ongoing contact and correspondence.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.2 Communication is diarised to provide an accurate and objective record of progress reports to seller.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Manage contract to settlement.			
6.1 Settlement requirements are identified and checked with relevant parties to minimise misunderstanding or breaches of contract in line with agency practice and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.2 Requests from buyer to inspect property prior to settlement are facilitated in line with agency practice and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.4 Procedures for holding and release of deposit moneys during the settlement period are implemented in line with agency policy and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.5 Settlement within the contract's legal framework is ensured by liaison with settlement agents and other assisting professionals representing the seller and buyer.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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6.6 Progress of settlement agents and other assisting professionals is monitored in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.7 Contingency plans are prepared in consultation with relevant legal agents to avoid the possibility of one or more parties to the transaction being unable to fulfil contractual obligations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 Prepare documentation for agency disbursements.			
7.1 Settlement financial transactions are checked for accuracy against contractual documentation, and agency fees are calculated and safeguarded during disbursement activities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7.2 Authorised agency disbursements are obtained within contractual, agency and statutory requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7.3 Financial systems are updated to reflect authorized transactions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7.4 Agency fees are calculated and safeguarded during disbursement activities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7.5 Due and proper attention is paid to obtaining required authorisations, signatures and identifications prior to disbursement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 Decide on future contacts with prospects.			
8.1 Nature of future contacts with prospects is assessed in the light of likely agency–client interaction to a given point in time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.2 Business correspondence records are held on file to provide justification for the continuation or termination of contract, and are communicated without prejudice to the parties involved.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9 Maintain client relationships.			
9.1 Future business relations are established by mutual evaluation of seller and buyer satisfaction with services provided.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.2 Business records and databases are updated to facilitate networking and informed marketing strategy planning.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. CPPDSM4049A Implement maintenance plan for managed properties			
1. Determine property maintenance requirements.			
1.1 Property reports, maintenance specifications, feedback from tenants, owner instructions and other relevant documentation are obtained and analysed to establish property maintenance requirements in line with agency practice and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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1.2 Industry benchmarks are reviewed to determine maintenance intervals and other requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3 OHS and other relevant legislative requirements are interpreted and incorporated into maintenance requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Develop property maintenance plan.			
2.1 Property maintenance plan is established in line with owner instructions, legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 Reliable and efficient maintenance methods are identified in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 Maintenance costs are established in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4 Contract specifications for maintenance services are developed and incorporated into tender documents, where appropriate, in line with agency practice and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.5 Safety and security requirements are incorporated into maintenance plan in line with legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.6 Criteria for the selection of tradespeople and other service providers to provide repair and maintenance services are established.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.7 Register of tradespeople and other service providers is compiled and maintained in line with legislative and agency requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.8 Property maintenance schedule is established in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.9 Systems for recording and implementing property maintenance requirements and reporting to owners are established in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.10 Aspects of maintenance plan requiring specialist advice are identified and assistance is sought as required.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Establish key register.			
3.1 Key register system is established, administered and maintained in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2 Security of register and keys is maintained in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Implement property maintenance plan.			
4.1 Property maintenance plan, including agency fees, is presented to owners for discussion and approval in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4.2 Property maintenance plan is implemented in line with owner instructions, legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.3 Regular reports are provided to owners in line with property maintenance plan and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.4 Agency fees for property maintenance services are recorded and billed to owner in line with agency practice and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Monitor security of managed properties.			
5.1 Security risks associated with managed properties are identified and documented in line with agency and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.2 Causes and potential impact of security risks on agency, clients and other stakeholders are determined.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.3 Property security measures are established in line with terms of the property management agreement, owner instructions, legislative requirements and agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Review property maintenance plan.			
6.1 Property maintenance plan is reviewed in consultation with owners and relevant people using appropriate data and interpersonal communication strategies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.2 Outcomes of review are prepared in required format, style and structure and presented to owners and other relevant people within agreed timeframes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.3 Recommendations for improvement to property maintenance plan are presented to owners and other relevant people in line with agency practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.4 Business equipment and technology are used to securely maintain documentation according to agency procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. CPPDSM4056A Manage conflict and disputes in the property industry			
1 Assess conflict or dispute.			
1.1 Conflict or dispute is identified and responses are evaluated according to XXXXXXXXXXXXXX and legislative requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2 Causes of conflict or dispute are recognised and appropriate responses to prevent escalation are identified according to XXXXXXXXXXXXXX procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3 Effective observation and active listening skills are used to elicit and interpret verbal and non-verbal information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4 Effective communication techniques are used to ensure an accurate exchange of information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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1.5 Situations requiring specialist advice are identified and assistance is sought as required according to XXXXXXXXXXXXXXXX requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Negotiate resolution.			
2.1 Conflict or dispute is negotiated and resolved constructively using strategies that comply with established XXXXXXXXXXXXXXXX procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 Negotiation techniques are used to maintain positive interaction, and divert and minimise aggressive behaviour.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 Communication with others is conducted in a courteous manner that reflects sensitivity to individual, social and cultural differences according to XXXXXXXXXXXXXXXX requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4 Contradictions, ambiguity, uncertainty or misunderstandings are identified and clarified according to XXXXXXXXXXXXXXXX procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.5 Factors that might impact on the safety or security of clients and colleagues are identified and appropriate responses or contingency measures are formulated and implemented.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Evaluate response.			
3.1 Effectiveness of response is evaluated and reviewed according to legislative and XXXXXXXXXXXXXXXX requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2 Response evaluation findings are organised in a format suitable for analysis according to XXXXXXXXXXXXXXXX requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3 Incident observations are provided in an accurate, concise and constructive manner when reviewing and debriefing situations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.4 Business equipment and technology are used to prepare records and reports according to applicable OHS, legislative and XXXXXXXXXXXXXXXX requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.5 Information is securely maintained with due regard to confidentiality, and legislative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. BSBRKG304B Maintain business records			
1 Collate business records			
1.1 identify individual records or information which should be incorporated into business or records system according to XXXXXXXXXXXXXXXX criteria	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2 Sort records in accordance with workplace requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3 Adhere to security and access requirements in accordance with XXXXXXXXXXXXXXXX procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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1.4 Identify individual records or information which should be incorporated into business or records system according to XXXXXXXXXXXXXXXX criteria	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.5 Sort records in accordance with workplace requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.6 Adhere to security and access requirements in accordance with XXXXXXXXXXXXXXXX procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Update business or records system			
2.1 Identify and record control information for describing new records to be incorporated into business or records system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 Update control information describing movement or use of records within business or records system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 Accurately record and update control information in business or records system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4 Identify and remove records of completed business activities from current system for disposal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Prepare reports from the business or records system			
3.1 Interpret requests for reports and clarify the content and frequency sought, where necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2 Prepare reports from business or records system in accordance with instructions or request	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3 Prepare reports in accordance with security and access procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. BSBSMB406A Manage small business finances			
1 Implement financial plan			
1.1 Identify financial information requirements and obtain specialist services, as required, to profitably operate and extend the business in accordance with the business plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2 Produce financial budgets/projections, including cash flow estimates, as required for each forward period, and distribute to relevant people in accordance with legal requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3 Negotiate, secure and manage business capital to best enable implementation of the business plan and to meet the requirements of financial backers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4 Develop and maintain strategies to enable adequate financial provision for taxation in accordance with legal requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.5 Develop, monitor and maintain client credit policies, including contingencies for debtors in default, to maximise cash flow	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.6 Select key performance indicators to enable ongoing monitoring of financial performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1.7 Record and communicate financial procedures to relevant people to facilitate implementation of the business plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Monitor financial performance			
2.1 Regularly monitor and report on financial performance targets and analyse data to establish the extent to which the financial plan has been met	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 Monitor marketing and operational strategies for their effects on the financial plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 Calculate and evaluate financial ratios according to own/industry benchmarks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4 Assess financial plan to determine whether variations or alternative plans are needed, and change as required	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. BSBLED401A Develop teams and individuals.			
1 Determine development needs			
1.1 Systematically identify and implement learning and development needs in line with XXXXXXXXXXXXXXXX requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2 Ensure that a learning plan to meet individual and group training and development needs is collaboratively developed, agreed to and implemented	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3 Encourage individuals to self-evaluate performance and identify areas for improvement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4 Collect feedback on performance of team members from relevant sources and compare with established team learning needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Develop individuals and teams	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.1 Identify learning and development program goals and objectives, ensuring a match to the specific knowledge and skill requirements of competency standards relevant to the industry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 Ensure that learning delivery methods are appropriate to the learning goals, the learning style of participants, and availability of equipment and resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 Provide workplace learning opportunities, and coaching and mentoring assistance to facilitate individual and team achievement of competencies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4 Create development opportunities that incorporates a range of activities and support materials appropriate to the achievement of identified competencies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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2.5 Identify and approve resources and time lines required for learning activities in accordance with XXXXXXXXXXXXXXXX requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Monitor and evaluate workplace learning			
3.1 Use feedback from individuals or teams to identify and implement improvements in future learning arrangements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2 Assess and record outcomes and performance of individuals/teams to determine the effectiveness of development programs and the extent of additional development support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3 Negotiate modifications to learning plans to improve the efficiency and effectiveness of learning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.4 Document and maintain records and reports of competency according to XXXXXXXXXXXXXXXX requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Feedback to candidate:

The candidate's overall performance was:
 Satisfactory Not Satisfactory

Signature of Observer:	Dated: / /201
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Signature of candidate:	Dated: / /201
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