

CPPDSM4003A Appraise property

Unit descriptor	<p>This unit of competency specifies the outcomes required to appraise the sale price range or rental value of all forms of property for listing purposes in line with client instructions, agency practice and legislative requirements. It includes researching the property, selecting appropriate methods to appraise the sale price range or rental value of property and preparing reports on the property appraisal. It does not address the formal valuation of property.</p> <p>The unit may form part of the licensing requirements for persons engaged in real estate activities in those States and Territories where these are regulated activities.</p>
Employability skills	<p>The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.</p>
Prerequisite units	<p>Nil</p>
Application of the unit	<p>This unit of competency supports the work of licensed real estate agents and real estate representatives involved in appraising the sale price range or rental value of all forms of property for listing purposes.</p>
Competency field	<p>Real estate</p>
Unit sector	<p>Property development, sales and management</p>

ELEMENT

Elements describe the essential outcomes of a unit of competency.

1 Research property.

PERFORMANCE CRITERIA

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

- 1.1 ***Purpose of property appraisal*** is established with client in line with agency practice and ***legislative requirements***.
- 1.2 Methods for gathering information are selected that are reliable and make efficient use of time and resources in line with agency practice.
- 1.3 Information on property is gathered and organised in a format suitable for analysis and interpretation in line with agency practice.

ELEMENT**PERFORMANCE CRITERIA**

- 1.4 Appropriate *interpersonal communication techniques* are used to access additional information from *relevant people*.
- 1.5 *Source documents* are obtained and analysed to determine status and ownership of property in line with agency practice and legislative requirements.
- 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.
- 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.
- 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.
- 2.4 Limitations in appraising property are recognised and *specialist advice* is sought as required in line with agency practice.
- 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.
- 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.
- 3.3 *Feedback* on suitability and sufficiency of appraisal is obtained and where appropriate incorporated into advice.
- 3.4 Agency property records are securely maintained with due regard to client confidentiality in line with agency and legislative requirements.

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills:

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

Required knowledge and understanding:

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

REQUIRED SKILLS AND KNOWLEDGE

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

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Purpose of property appraisal may include:

- establishing most likely selling price range or leasing price in the current market
- establishing property's highest and best use
- meeting client need for information relating to potential income or capital gain from rent, sale or development.

Legislative requirements may include:

- relevant federal, and state or territory legislation and local government regulations relating to:
 - anti-discrimination and equal employment opportunity
 - consumer protection, fair trading and trade practices
 - employment and industrial relations
 - financial services
 - OHS
 - privacy
 - property sales and management.

Interpersonal communication techniques may include:

- active listening
- providing an opportunity for clients to clarify their understanding of the appraisal process
- soft questioning and seeking feedback from clients to confirm own understanding of their needs and expectations
- summarising and paraphrasing to check understanding of client message
- using appropriate body language.

Relevant people may include:

- accountants
- auctioneers
- clients
- colleagues
- estate agents

- industry professionals and members of industry associations
- legal representatives
- supervisors
- taxation specialists
- valuers.

Source documents may include:

- agency records
- auction results
- company asset documents and registers
- comparative market data
- depreciation schedules
- financial documents
- local government reports
- property sales reports
- property valuation statements
- qualitative and quantitative data
- rent reviews
- reports and inventories
- taxation records
- titles.

Method for appraising the sale price range or rental value of property may include:

- capitalisation
- comparative sales
- hypothetical development
- replacement cost
- summation.

Specialist advice may include:

- accountants
- bankers and financiers
- business consultants
- government officials
- industry professionals and members of industry associations
- investment consultants

- real estate agents
- solicitors
- subcontractors
- taxation specialists
- technical experts
- valuers.

Business equipment and technology may include:

- computers
- data storage devices
- email
- facsimile machines
- internet, extranet and intranet
- photocopiers
- printers
- scanners
- software applications, such as databases and word applications.

Feedback may include:

- comments from clients and colleagues
- documentation and reports
- quality assurance data
- questionnaires
- regular meetings.

EVIDENCE GUIDE

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

Overview of assessment

This unit of competency could be assessed through practical demonstration of appraising property for listing purposes for sale or lease. Targeted written (including alternative formats where necessary) or verbal questioning to assess the candidate's underpinning knowledge would provide additional supporting evidence of competence. The demonstration and questioning would include collecting evidence of the candidate's knowledge and application of ethical standards and relevant federal, and state or territory legislation and regulations. This assessment may be carried out in a simulated or workplace environment.

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

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

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

Context of and specific resources for assessment

Resource implications for assessment include:

- access to suitable simulated or real opportunities and resources to demonstrate competence
- assessment instruments that may include personal planner and assessment record book
- access to a registered provider of assessment services.

Where applicable, physical resources should include equipment modified for people with disabilities.

Access must be provided to appropriate learning and/or assessment support when required.

Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.

Validity and sufficiency of evidence require that:

- competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace

- where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice with a decision of competence only taken at the point when the assessor has complete confidence in the person's competence
- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence
- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be current and show that it represents competency demonstrated over a period of time
- assessment can be through simulated project-based activity and must include evidence relating to each of the elements in this unit.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be undertaken in such a manner as is appropriate to the language and literacy levels of the candidate and any cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.