

## CPPDSM4010A Lease property

<b>Unit descriptor</b>	<p>This unit of competency specifies the outcomes required to administer the leasing of all types of property. It includes screening tenant enquiries, conducting inspections, obtaining and reviewing tenancy applications, completing tenancy agreements or lease documentation, placing tenants in property and recording tenancy arrangements.</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>
<b>Employability skills</b>	<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>
<b>Prerequisite units</b>	<p>Nil</p>
<b>Application of the unit</b>	<p>This unit of competency supports the work of licensed real estate agents and real estate representatives involved in administering the leasing of all types of property.</p>
<b>Competency field</b>	<p>Real estate</p>
<b>Unit sector</b>	<p>Property development, sales and management</p>

### ELEMENT

Elements describe the essential outcomes of a unit of competency.

#### 1 Screen tenant enquiries.

### 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 ***Enquiries from potential tenants*** regarding ***lease*** of property are handled promptly to enable high quality service delivery in line with agency requirements.
- 1.2 ***Appropriate rapport*** is established with potential tenants.
- 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***.
- 1.4 Factors likely to influence the lease of properties are identified and potential tenant intentions clarified.

**ELEMENT**

**PERFORMANCE CRITERIA**

- 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.
- 1.6 Strategies for assisting potential tenants to decide to view properties are implemented in line with agency practice, ethical standards and legislative requirements.
- 1.7 Areas of dispute are analysed and evaluated in line with agency practice and market expectations to enable resolution of dispute.
- 1.8 Agency records associated with prospective tenant enquiries are completed in line with agency practice.
- 2 Undertake property inspection.**
  - 2.1 Appointments are made for property inspections in line with agency practice, ethical standards and legislative requirements.
  - 2.2 Preparations are made for property inspection in line with agency practice.
  - 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.
  - 2.4 *Effective questioning techniques* are used to clarify prospective tenant's interest in the property.
  - 2.5 Agency documentation associated with inspections is completed in line with agency practice and legislative requirements.
- 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.
  - 3.2 Applicants' references are checked and results recorded according to legislative requirements, ethical standards and agency practice.
  - 3.3 Application processes are reviewed to ensure compliance with ethical standards and legislative requirements.

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
	3.4 Procedures for gaining landlord approval for tenancy are implemented in line with legislative requirements, ethical standards and agency practice.
	3.5 <i>Effective negotiation techniques</i> are used to persuade and reach agreement between landlord and tenant on terms of tenancy agreement or lease.
	3.6 Selected and unsuccessful applicants are notified and details are recorded in agency systems.
<b>4 Complete tenancy documentation and place tenant in property.</b>	4.1 <i>Tenancy agreement or lease documentation</i> is produced and completed in line with agency practice, legislative requirements and landlord instructions.
	4.2 Procedures for <i>placing new tenant in property</i> are implemented in line with legislative requirements, ethical standards and agency practice.
	4.3 Required government fees and duty are paid in line with legislative requirements.
	4.4 Security deposits are obtained, deposited and recorded as required by agency practice and legislative requirements.
	4.5 Tenancy agreement or lease documentation is served to relevant parties in required timeframes.
<b>5 Record tenancy arrangements.</b>	5.1 Tenancy database is updated to record details of tenancy arrangements in line with agency practice.
	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.

## **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 agency and statutory forms associated with the lease of different forms of property
- application of risk management strategies associated with leasing different forms of property

**REQUIRED SKILLS AND KNOWLEDGE**

- computing skills to access agency databases, send and receive emails and complete standard forms online
- decision making and problem solving skills to analyse situations associated with leasing different forms of property and making decisions consistent with legislative and ethical requirements
- literacy skills to access and interpret a variety of texts, including legislation and regulations, prepare general information and papers, prepare formal and informal letters, and complete standard and statutory forms
- negotiation skills to reach agreement with landlords and tenants on tenancy agreement or lease conditions
- numeracy skills to calculate and interpret data, such as rents and security deposits
- planning, organising and scheduling skills to place new tenants in rented properties
- research skills to identify and locate documents and information relating to leasing different types of managed properties.

**Required knowledge and understanding:**

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

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## REQUIRED SKILLS AND KNOWLEDGE

- . promotional materials
- . security of managed properties
- relevant federal, and state or territory legislation and local government regulations relating to:
  - . anti-discrimination and equal employment opportunity
  - . anti-money laundering
  - . consumer protection, fair trading and trade practices
  - . employment and industrial relations
  - . financial services
  - . leasing
  - . OHS
  - . privacy
- rent
- rights and duties of tenant and landlords
- risks and risk management strategies
- screening tenants, including:
  - . capacity to pay and care for property
  - . financial limits
  - . marketing aids
  - . matching suitable properties to tenant needs
  - . motives
  - . needs
  - . preferences
  - . residential tenancy databases
  - . strategies for assisting potential tenants to view properties
- tasks associated with placing new tenants in rental properties, including:
  - . government fees and duties
  - . keys
  - . rights and obligations
  - . security deposits and bonds
  - . tenancy documentation

## REQUIRED SKILLS AND KNOWLEDGE

- leases and tenancy agreements, including:
  - condition report and disclosure statements
  - fixed and periodic
  - format of agreements
  - key features of different types of leases and tenancy agreements
  - legal obligations of agent, landlord and tenant
  - limitations associated with rejecting an application from a prospective tenant
  - rents, security deposits and bond moneys
  - statutory and agency documentation
  - types of leases and tenancy agreements, such as residential, retail, holiday, industrial and commercial
- tenancy application processes, including:
  - criteria for selecting tenants
  - interviewing tenants
  - gaining landlord approval
  - notifying selected tenants
  - obtaining and reviewing tenancy applications
  - recording tenancy arrangements
  - reviewing references
  - reviewing tenancy applications
  - tenancy application forms
- trust accounts.

## 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.

- Enquiries from potential tenants*** may be received through:
- email
  - inspections
  - office
  - open houses

- referral
- telephone
- website.

*Lease* may include:

- commercial and industrial
- fixed and periodic
- holiday
- residential
- retail.

*Appropriate rapport* relates to use of techniques that:

- establish and build confidence and trust in the agency and its representatives
- make the prospective tenant feel valued
- promote and maintain an effective relationship with the prospective tenant.

*Screening tenants* may include:

- capacity to pay
- financial limits
- matching suitable properties to tenant needs
- motives
- needs
- preferences
- residential tenancy databases.

*Legislative requirements* may include:

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

***Promotional materials***  
may include:

- agency email and website details
- agent business card
- agent and agency profile
- brochures
- description of property
- list properties for lease or rent
- pamphlets
- testimonials from past tenants.

***Effective interpersonal communication techniques*** may include:

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

***Effective questioning techniques*** may include:

- active listening
- clear questions
- different question types
- reflection
- using silences.

***Effective negotiation techniques*** may include:

- analytical skills
- listening techniques
- non-verbal communication skills
- personal attributes
- presentation techniques
- questioning techniques
- speaking skills.

***Tenancy agreement or lease documentation*** may include:

- residential tenancy agreement
- retail lease
- special and other forms of leases.

***Placing new tenant in rental property*** may refer to:

- keys
- rights and obligations
- security deposits
- statutory fees and duties
- tenancy documentation.

## 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 administering the leasing of different types of property. 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:

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

- recording tenancy arrangements in line with agency practice
- screening tenant enquiries in line with agency practice, ethical standards and legislative requirements.

**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.

