

CPP30112 Certificate III in Surveying and Spatial Information Services

Modification History

Overall number of units required for qualification remains unchanged, but core units reduced from 7 to 5 by moving the following two core units to the elective pool: CPPSIS3011A Apply map presentation principles and CPPSIS3002A Store and retrieve spatial data (which has however been replaced by CPPSIS4022A Store and retrieve spatial data).

Changed outcome for some native CPP07 core units. Imported core unit updated. Native and imported elective units updated.

Description

Qualification requirements

This qualification applies to those who apply a broad range of competencies in a varied work context using some discretion, judgement and relevant theoretical knowledge. Under supervision, they may be responsible for operational surveying or spatial information services (SSIS) activity, including supporting a team.

The qualification is suitable for VET in Schools programs and an Australian Apprenticeship pathway.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability skill	Industry/enterprise requirements for this qualification include the following facets:
Communication	<ul style="list-style-type: none"> • communicate in a clear and concise manner in both written and verbal modes • apply literacy skills to: <ul style="list-style-type: none"> • assess and use workplace information • interpret and understand basic legal, financial, procedural and technical requirements • process workplace documentation • read and record data • record spatial data in index according to organisational guidelines • record and report discrepancies between specifications and actual activities • record administrative and legal requirements for spatial data • report any occurrence in the work area which may affect the safety and efficiency of operations to appropriate personnel • complete spatial business documentation according to established work procedures and organisational guidelines • provide appropriate information and follow-up on a variety of predictable issues • address client in a courteous and businesslike manner
Teamwork	<ul style="list-style-type: none"> • relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities • assist relevant personnel in the data-collection process • apply interpersonal skills e.g. cooperation and flexibility • work within a team in a range of SSIS activities • work with others in performing set task requirements • work with others on site to perform key organisational requirements within an SSIS framework • advise co-workers and supervisors of work implications, where appropriate • carry out support tasks under direction and according to specifications
Problem solving	<ul style="list-style-type: none"> • identify and describe different types of maps • identify nature and type of spatial enquiry • apply spatial skills to understand implications of height, depth, breadth,

Employability skill	<p>Industry/enterprise requirements for this qualification include the following facets:</p> <ul style="list-style-type: none"> dimension and position to actual operational activity and virtual representation perform key organisational requirements within a spatial information services framework, working from site drawings and specifications determine and mark surface positions according to accepted standards using information available from site drawings and references
Initiative and enterprise	<ul style="list-style-type: none"> interpret and create simple maps interpret and act upon available information using discretion and judgement apply analytical skills assess client needs in routine matters restore site as near as practicable to original condition
Planning and organising	<ul style="list-style-type: none"> apply purpose, application and scope of cartography in the context of the project objective allocate a priority for enquiries regarding additional spatial research document metadata according to accepted industry standards collect basic data through a range of methods update relevant files and records plan and adhere to OHS requirements
Self-management	<ul style="list-style-type: none"> use time management skills use personal protective equipment according to OHS guidelines prioritise daily activities establish client spatial requirements and degree of urgency
Learning	<ul style="list-style-type: none"> update skills and knowledge to accommodate changes in: <ul style="list-style-type: none"> client enquiries field support services equipment and operating procedures
Technology	<ul style="list-style-type: none"> use computers and software systems (basic) use spatial reference systems to measure, locate and plot features on maps use indexing system to locate basic spatial data source use a range of equipment in the field safely and accurately perform a range of basic activities in the use of information technology and equipment within a spatial information handling framework select equipment, supplies and spatial information services

Employability skill	Industry/enterprise requirements for this qualification include the following facets:
	technologies according to task requirements <ul style="list-style-type: none"> • check equipment to ensure it is in safe working order • organise repair work for unsafe or faulty tools and equipment • operate appropriate equipment according to task requirements and manufacturer specifications

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the property industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

This table is a summary of employability skills that are typical of this qualification and should not be interpreted as definitive.

Packaging Rules

To achieve this qualification, the candidate must demonstrate competency in:

- 11 units of competency:
 - 5 core units
 - 6 elective units.

The elective units must ensure the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome and are to be chosen as follows:

- up to 6 units from the elective units listed below
- up to 2 units may be chosen from other Certificate II, III or IV qualifications in CPP07 or another current Training Package or accredited course.

Core units

CPPCMN3003 A	Contribute to workplace safety arrangements
CPPSIS3014A	Respond to client spatial enquiry

CPPSIS3015A	Collect spatial data
CPPSIS3020A	Perform basic surveying computations
RIISTD201A	Read and interpret maps

Elective units

BSBCUS301B	Deliver and monitor a service to customers
BSBFLM305C	Support operational plan
BSBFLM309C	Support continuous improvement systems and processes
BSBPMG510A	Manage projects
CPPCMN3001 B	Participate in environmentally sustainable work practices
CPPSIS2011A	Prepare for work in the spatial information services industry
CPPSIS3011A	Apply map presentation principles
CPPSIS3013A	Support spatial process improvement
CPPSIS3016A	Provide field support services
CPPSIS3017A	Select, operate and maintain equipment and supplies
CPPSIS3018A	Transfer personnel and loads
CPPSIS3019A	Perform basic drafting
CPPSIS4022A	Store and retrieve spatial data
CPPSIS4026A	Read and interpret image data
CPPSIS4030A	Operate surveying equipment
HLTFA301C	Apply first aid
ICAICT203A	Operate application software packages

RIIRIS301B	Apply risk management processes
TLIC2025A	Operate four wheel drive vehicle

Custom Content Section

Not applicable.

CPP30211 Certificate III in Property Services (Agency)

Modification History

Not Applicable

Description

Not Applicable

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Employability Skills Qualification Summary	
Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • apply reading skills to access organisational information • apply literacy skills to access and interpret a variety of texts, including legislation, regulations and rules of ethics; prepare general information and papers; prepare formal and informal letters, reports and applications; and complete standard forms • apply numeracy skills to calculate and interpret data and to interpret customer requirements and meet their needs • communicate the workplace safety requirements • communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities • employ effective communication strategies to establish rapport with clients, determine client needs, and provide accurate advice and follow-up services in line with agency practice • explain features and benefits of relevant products and services to customers • follow written and verbal instructions • record and report details of incidents in the work area and clearly explain information on OHS issues • use communication techniques appropriate to the relationship and the purpose of interaction • use language skills to communicate adequately with the customer • use effective communication strategies to establish rapport with clients, ascertain client needs, and provide accurate advice and

Employability Skills Qualification Summary

	<p>follow-up services in line with agency practice</p> <ul style="list-style-type: none">• produce different forms of reports using information retrieved from relevant property and client information databases• review and check reports for accuracy
Teamwork	<ul style="list-style-type: none">• apply interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities• contribute with colleagues to participative arrangements for OHS management in the workplace• identify roles and responsibilities of key personnel involved in agencies in line with legislative requirements and agency practice• identify and seek advice from relevant people about limitations in responding to customer needs• provide feedback to relevant personnel• raise OHS issues with relevant people according to legislative and organisational requirements• recognise and report hazards at work to relevant people according to organisational requirements• seek feedback from customers
Problem solving	<ul style="list-style-type: none">• analyse situations and make decisions regarding the selection of property or client information• apply appropriate responses to emergency situations• clarify and meet customer needs and expectations in the property industry in a single encounter or multiple encounters, on a one-to-one basis with a customer• evaluate potential or existing risks and hazards in the workplace and interpret and comply with OHS safety signs and symbols

Employability Skills Qualification Summary

	<ul style="list-style-type: none">• identify and control workplace risks and hazards• identify causes and potential impact of risks on agency• identify and solve problems when establishing and maintaining customer relationships• identify and correctly use processes and procedures relevant to customer relationships• make decisions consistent with legislative and ethical requirements
Initiative and enterprise	<ul style="list-style-type: none">• assist with the implementation of safety policy and procedures into the workplace• comply with ergonomic and environmental protection requirements• follow safe operating practices and procedures when using tools and equipment• identify special requirements of customers and provide appropriate advice on relevant products and services• identify and interpret property information for use in the preparation of reports• negotiate to assist clients with property sales and property management matters
Planning and organising	<ul style="list-style-type: none">• apply risk management strategies associated with advising clients on property sales and property management options• check information for clarity, accuracy, currency and relevance in line with agency procedures, legislative requirements and privacy guidelines• identify key operations of estate agencies in the context of legislative and agency requirements• identify limitations in responding to customer needs• follow emergency procedures according to OHS and organisational requirements

Employability Skills Qualification Summary	
	<ul style="list-style-type: none"> • plan, organise and schedule work-related tasks • provide client with options and alternatives where appropriate • undertake work-related tasks associated with identifying and responding to risks
Self-management	<ul style="list-style-type: none"> • assess personal skills in identifying and responding to agency risk • assist the implementation of safety policy and procedures into the workplace • apply relevant agreements, codes of practice or other legislative requirements to work processes • conduct work using safe workplace practices and according to OHS policies and procedures and organisational requirements • comply with industry and agency norms in regard to personal presentation and professional image • comply with workplace safety agreements according to legislative and organisational requirements • ensure compliance with legislative requirements and industry and agency practice by identifying ethical and conduct standards • identify key legislation and regulations relevant to agency operations • interpret and comply with legislative and agency requirements • model ethical practice • source specialist advice in line with agency practice
Learning	<ul style="list-style-type: none"> • assess personal knowledge and skills in providing real estate services against industry competency standards and other relevant benchmarks to determine continuing training needs and priorities • identify and plan opportunities for continuing training to maintain currency of competence

Employability Skills Qualification Summary	
	<p>and develop specialist and advanced skills and knowledge in line with agency practice</p> <ul style="list-style-type: none"> • understand OHS procedures and guidelines relevant to workplace operations • understand the range and meaning of OHS safety signs and symbols • understand relevant federal, state or territory, and local government legislation and regulations • understand specified products and services to provide assistance to customers
Technology	<ul style="list-style-type: none"> • access the internet and web pages • prepare online forms • lodge electronic documents • search online and agency databases • receive emails and complete standard forms online • identify appropriate property or client database

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each Employability Skill are representative of the property industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

This table is a summary of Employability Skills that are typical of this qualification and should not be interpreted as definitive.

Packaging Rules

Packaging rules
<p>To achieve this qualification, the candidate must demonstrate competency in:</p> <ul style="list-style-type: none"> • 14 units of competency: • 5 core units • 9 elective units. <p>The elective units are chosen as follows:</p>

Packaging rules	
<ul style="list-style-type: none"> • 9 units from the Group A or Group B electives units listed below • 4 of the units may be chosen from other Certificate III or IV qualifications in CPP07 or Certificate III qualifications in BSB07 Business Services or FNS10 Financial Services Training Packages, or from a current state accredited course, provided the integrity of the AQF alignment is ensured, and they contribute to a valid, industry-supported vocational outcome. 	
Core units	
CPPDSM3009A	Maintain workplace safety in the property industry
CPPDSM3010B	Meet customer needs and expectations in the property industry
CPPDSM3015B	Use and maintain property and client information databases
CPPDSM3018B	Identify risks to agency operations
CPPDSM4080A	Work in the real estate industry
	or
CPPDSM4081A	Work in the stock and station agency sector
Elective units	
Group A Agency administration	
BSBADM311A	Maintain business resources
BSBCMM301A	Process customer complaints
BSBDIV301A	Work effectively with diversity
BSBINM301A	Organise workplace information
BSBITS401A	Maintain business technology
BSBITU306A	Design and produce business documents
BSBSUS201A	Participate in environmentally sustainable work practices
BSBWOR301A	Organise personal work priorities and development

Packaging rules	
BSBWRT301A	Write simple documents
FNSICGEN302B	Use technology in the workplace
FNSICGEN305B	Maintain daily financial/business records
Group B Property sales and management	
CPPDSM3001A	Assist in listing properties for lease
CPPDSM3002A	Assist in listing properties for sale
CPPDSM3003A	Assist in marketing properties for lease
CPPDSM3004A	Assist in marketing properties for sale
CPPDSM3005A	Assist with the sale of properties
CPPDSM3006B	Collect and process property information
CPPDSM3008A	Maintain and protect condition of managed properties
CPPDSM3013A	Perform and record property management activities and transactions
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

CPP30311 Certificate III in Property Services (Operations)

Modification History

Not Applicable

Description

Not Applicable

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Employability Skills Qualification Summary	
Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • access organisational information outlining OHS policies and procedures • apply numeracy skills to interpret customer requirements and meet their needs • apply literacy skills to process complaints • apply literacy skills to access and understand a variety of information, prepare and present information in a suitable format and check for accuracy of information • apply communication skills to follow financial requirements, such as trust account procedures and access and understand a variety of information • apply technical skills to complete OHS reports • communicate workplace safety requirements • complete documentation and report findings • discuss client requirements and access arrangements • document and report identified risks and opportunities • explain features and benefits of relevant products and services to customers • follow written and verbal instructions • identify and complete appropriate documentation • interpret written and oral information • interpret and understand legal, financial and procedural requirements • prepare risk and opportunity findings in a format suitable for presentation and review, using standardised styles and formats • record and report details of incidents in the work area and clearly explain information on OHS issues

Employability Skills Qualification Summary

	<ul style="list-style-type: none">• use language skills to communicate adequately with the customer• use interviewing and questioning techniques to obtain information• use communication techniques appropriate to relationship and purpose of interaction• use consultative processes to review, maintain and improve existing information collection and reporting processes• write to meet organisational standards of language, accuracy and relevance and use in an ethically and legally appropriate manner
Teamwork	<ul style="list-style-type: none">• apply interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities• contribute with colleagues to participative arrangements for OHS management in the workplace• identify and seek advice from relevant people limitations in responding to customer needs• provide feedback to relevant personnel• raise OHS issues with relevant people according to legislative and organisational requirements• recognise and report hazards at work to relevant people according to organisational requirements• seek feedback from customers
Problem solving	<ul style="list-style-type: none">• apply appropriate responses to emergency situations• clarify and meet customer needs and expectations in the property industry in a single encounter or multiple encounters, on a one-to-one basis with a customer• follow safe operating practices and procedures when using tools and equipment• evaluate potential or existing risks and hazards

Employability Skills Qualification Summary	
	<p>in the workplace and interpret and comply with OHS safety signs and symbols</p> <ul style="list-style-type: none"> • identify and control workplace risks and hazards • identify and solve problems when establishing and maintaining customer relationships • identify and correctly use processes and procedures relevant to customer relationships
Initiative and enterprise	<ul style="list-style-type: none"> • apply analytical skills to identify and clarify client needs, preferences and requirements • apply negotiation skills to assist clients with property sales and property management matters • assist with the implementation of safety policy and procedures in the workplace • comply with ergonomic and environmental protection requirements • identify special requirements of customers and provide appropriate advice on relevant products and services • identify potential risks associated with a range of activities within the property industry • identify key principles relating to consumer protection and trade practices and interpret according to legislative and industry requirements • observe to assess operational condition of building facilities • use reflection skills to differentiate between professional and personal values • use research skills to identify and locate information on agency database and printed information held by industry and community groups
Planning and organising	<ul style="list-style-type: none"> • arrange for routine maintenance and service • establish and maintain client records and details, maintaining client confidentiality, ensuring secure storage and using client

Employability Skills Qualification Summary

	<p>records to maximise client interest in agency services</p> <ul style="list-style-type: none">• follow emergency procedures according to OHS and organisational requirements• gather formal and informal information and take appropriate notes for file• identify limitations in responding to customer needs• identify, schedule and complete work tasks within designated timeframes according to client and organisational requirements• monitor building facilities against work order to ensure completion of designated tasks occurs within required timeframes• provide client with options and alternatives where appropriate
Self-management	<ul style="list-style-type: none">• apply relevant agreements, codes of practice or other legislative requirements to work processes• apply self-evaluation skills to evaluate own work practices in order to identify ways to improve performance or understanding• comply with workplace safety agreements according to legislative and organisational requirements• conduct work using safe workplace practices and according to OHS policies and procedures and organisational requirements• identify own role and responsibilities and confirmed with relevant people according to organisational requirements• interpret and comply with legislative, financial and procedural requirements• interpret and comply with ethical practices and rules of conduct• maintain professional ethics with the client to promote agency image and credibility• maintain client confidentiality as required by

Employability Skills Qualification Summary

	<p>agency practice and legal requirements</p> <ul style="list-style-type: none">• seek feedback from clients and colleagues and use to ascertain professional competency, quality of performance and identify key areas for improvement• seek specialist advice
Learning	<ul style="list-style-type: none">• assess personal knowledge and skills in providing real estate services against industry competency standards and other relevant benchmarks to determine continuing training needs and priorities• identify and plan opportunities for continuing training to maintain currency of competence and develop specialist and advanced skills and knowledge in line with agency practice• identify opportunities for improving own professional development• understand the range and meaning of OHS safety signs and symbols• understand specified products and services to provide assistance to customers• understand relevant federal, state or territory, and local government legislation and regulations• understand OHS procedures and guidelines relevant to workplace operations• record and maintain learning and professional development information
Technology	<ul style="list-style-type: none">• access the internet and web pages• prepare online forms• lodge electronic documents• search online and agency databases• receive emails and complete standard forms online• use business equipment and technology to maintain relevant documentation according to applicable OHS, legislative and organisational

Employability Skills Qualification Summary	
	requirements <ul style="list-style-type: none"> • use telephone systems

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each Employability Skill are representative of the property industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

This table is a summary of Employability Skills that are typical of this qualification and should not be interpreted as definitive.

Packaging Rules

Packaging rules	
To achieve this qualification, the candidate must demonstrate competency in: <ul style="list-style-type: none"> • 11 units of competency: • 7 core units • 4 elective units. The elective units are chosen as follows: <ul style="list-style-type: none"> • 4 units from the elective units listed below • 2 of the units may be chosen from the Certificate IV in Property Services (Operations), other Certificate III qualifications in CPP07, another current Training Package or state accredited course, provided the integrity of the AQF alignment is ensured, and they contribute to a valid, industry-supported vocational outcome. 	
Core units	
BSBFLM303C	Contribute to effective workplace relationships
CPPDSM3006B	Collect and process property information
CPPDSM3007B	Identify risks and opportunities in the property industry
CPPDSM3009A	Maintain workplace safety in the property industry
CPPDSM3010B	Meet customer needs and expectations in the property industry

Packaging rules	
CPPDSM3011B	Monitor building facilities
CPPDSM3016A	Work in the property industry
Elective units	
BSBADM311A	Maintain business resources
BSBFIA301A	Maintain financial records
BSBSUS201A	Participate in environmentally sustainable work practices
CPPDSM3014A	Undertake property inspection
CPPDSM3017A	Work in the strata/community management sector
CPPDSM3019B	Communicate with clients as part of agency operations

CPP30411 Certificate III in Security Operations

Modification History

New units

- CPPSEC3050A Load and unload cash in transit in an unsecured environment
- CPPSEC3051A Implement cash-in-transit security procedures
- CPPSEC3052A Inspect and test cash-in-transit security equipment

Replaced imported units:

- TLID4107C Undertake cash-in-transit loading and unloading in an unsecured environment
- TLIO807C Implement cash-in-transit security procedures
- TLIO907C Test and inspect cash-in-transit security equipment

Description

Not Applicable

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • apply literacy skills to: <ul style="list-style-type: none"> • assess and use workplace information • interpret and understand basic legal, financial, procedural and technical requirements • process workplace documentation • read and record data • apply numeracy skills to: <ul style="list-style-type: none"> • record and collate accurately • undertake basic computations • communicate demonstrating social and cultural sensitivity and respect • communicate in a clear and concise manner, in written and verbal modes • draft and present reports • explain OHS requirements to others and contribute input to drafting of evacuation policy and procedures • follow procedures, guidelines and instructions as they relate to legal, regulatory and licensing requirements, occupational health and safety (OHS), industry standards and codes of practice, use of force, manufacturers' specifications and emergency procedures • interpret non-verbal communication effectively • prepare and present evidential information suitable for use in legal proceedings • provide clear instructions, warnings and directions to others in accordance with legislative requirements • provide feedback to others • report and record faulty equipment • report and record routine workplace and regulatory information as well as incidents that cause injury, are dangerous or potentially dangerous, or are emergencies • tailor communication to needs of the audience • understand meanings of call signs and codes, phonetic alphabet and security alarm signals • use interactive communication techniques to elicit and clarify information and manage, negotiate and defuse conflict situations

Employability skill	Industry/enterprise requirements for this qualification include:
	<ul style="list-style-type: none"> • use standard commands to control security dogs
Teamwork	<ul style="list-style-type: none"> • apply interpersonal skills including cooperation and flexibility • build and maintain effective professional networks and working relationships with team members • contribute to team goals • implement procedures to encourage others' contributions to OHS management • lead, supervise, coach and mentor team members and monitor performance • provide assistance to team members including back-up support as required • relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities • seek feedback, advice and assistance where appropriate • understand own and team members' roles and responsibilities • work within a team in a range of operational activities
Problem solving	<ul style="list-style-type: none"> • constructively resolve conflict situations • determine appropriate responses to security risk situations • identify and diagnose equipment faults and data processing errors • identify hazards, implement risk assessment and control methods, and apply emergency and evacuation procedures • identify potential and actual security risk situations • resolve customer service problems • respond appropriately to situations requiring first aid • solve routine problems • use appropriate negotiation techniques and use of force to minimise risk to self and others • use lawful defensive techniques to protect self and others
Initiative and enterprise	<ul style="list-style-type: none"> • adapt security responses to changing circumstances • adapt service to meet customer requirements • apply analytical skills • assess client needs in routine matters • identify and introduce new ways to improve own performance • interpret and act upon available information using discretion and judgement • recommend improvements to policies and procedures

Employability skill	Industry/enterprise requirements for this qualification include:
Planning and organising	<ul style="list-style-type: none"> • adopt a systematic approach to training security dogs • allocate and schedule work • coordinate first aid activities until arrival of medical assistance • develop work plans to achieve personal and team or organisational deadlines and targets • estimate required resources • plan and adhere to OHS requirements • plan and conduct evacuation of premises • plan and organise own work • plan and prepare security assignments and contingencies • prepare evidence for presentation in legal proceedings • source, evaluate, organise and store information • update and maintain records and documentation
Self management	<ul style="list-style-type: none"> • maintain expected standards of personal presentation, professional image, ethics and codes of conduct • maintain own work performance and identify opportunities for professional development • organise and prioritise own work • review effectiveness of response and own work practices • review relevant aspects of work performance against organisational and legislative requirements • seek feedback and support to improve own work performance • use personal protective equipment according to OHS guidelines • use relevant techniques to manage own stress • use time management skills
Learning	<ul style="list-style-type: none"> • arrange and participate in evacuation drills • identify and provide advice on individuals' and teams' OHS training needs • update skills and knowledge to accommodate changes in: <ul style="list-style-type: none"> • client enquiries • operational activities and procedures • equipment and operating procedures
Technology	<ul style="list-style-type: none"> • operate a range of security and communications equipment • operate life support equipment as appropriate • operate, check and handle firearms safely and in accordance with

Employability skill	Industry/enterprise requirements for this qualification include:
	legislative and procedural requirements <ul style="list-style-type: none"> • use computers and other information technology to communicate as well as prepare and store documentation and database information

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each Employability Skill are representative of the property industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

This table is a summary of Employability Skills that are typical of this qualification and should not be interpreted as definitive.

Packaging Rules

To achieve this qualification, the candidate must demonstrate competency in:

- 14 units of competency:
 - 8 core units
 - 6 elective units.

The elective units are chosen as follows:

- 6 units from the elective units below listed below
- 2 of the units may be chosen from Certificate II, III or IV qualifications in CPP07 or another current Training Package, provided the integrity of the AQF alignment is ensured, they contribute to a valid, industry-supported vocational outcome and no more than 1 unit is from Certificate II.

Core units

BSBFLM303C	Contribute to effective workplace relationships
BSBWOR301A	Organise personal work priorities and development
CPPSEC3001A	Maintain workplace safety in the security industry
CPPSEC3002A	Manage conflict through negotiation

CPPSEC3003A	Determine response to security risk situation
CPPSEC3005A	Prepare and present security documentation and reports
CPPSEC3006A	Coordinate a quality security service to customers
CPPSEC3007A	Maintain security of environment

Elective units

CPPCMN3002A	Develop a traffic management plan
CPPSEC2011A	Control access to and exit from premises
CPPSEC2012A	Monitor and control individual and crowd behaviour
CPPSEC3004A	Lead small teams in the security industry
CPPSEC3008A	Control security risk situations using firearms
CPPSEC3009A	Prepare and present evidence in court
CPPSEC3010A	Manage dogs for security functions
CPPSEC3011A	Handle dogs for security patrol
CPPSEC3012A	Store and protect information
CPPSEC3013A	Control persons using empty hand techniques
CPPSEC3014A	Control persons using baton
CPPSEC3015A	Restrain persons using handcuffs
CPPSEC3016A	Defend persons using spray
CPPSEC3017A	Plan and conduct evacuation of premises
CPPSEC3018A	Provide for the safety of persons at risk
CPPSEC3019A	Operate specialised security equipment

CPPSEC3020A	Monitor security from control room
CPPSEC3021A	Maintain and use security database
CPPSEC3022A	Maintain biometrics database
CPPSEC3023A	Coordinate biometric equipment and systems
CPPSEC3050A	Load and unload cash in transit in an unsecured environment
CPPSEC3051A	Implement cash-in-transit security procedures
CPPSEC3052A	Inspect and test cash-in-transit security equipment
HLTFA311A	Apply first aid

CPP30507 Certificate III in Technical Security

Modification History

Not Applicable

Description

Not Applicable

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Employability Skills Qualification Summary	
Employability Skill	Industry/enterprise requirements for this qualification include the following facets:
Communication	<ul style="list-style-type: none"> • apply literacy skills to: • assess and use workplace information • interpret and understand basic legal, financial, procedural and technical requirements • process workplace documentation • read and record data • apply numeracy skills to: • record and collate accurately • undertake basic computations • ask for advice, feedback and clarification where appropriate • communicate demonstrating social and cultural sensitivity and respect • communicate in a clear and concise manner, in written and verbal modes • draw security system schematics and specifications • explain OHS requirements to others • handle customer complaints sensitively and courteously • interpret and follow a range of documents including relevant legislative, regulatory, licensing and organisational requirements; codes and standards; plans, designs and specifications; work orders; manufacturers' specifications; charts and diagrams; and occupational health and safety (OHS) • interpret data, information and specifications • prepare and complete routine business documentation including security assessment reports; test reports; work logs; orders, invoices and supply requisitions; and quotes • provide feedback to others

Employability Skills Qualification Summary	
	<ul style="list-style-type: none"> • report and record faulty security equipment, tools and systems • understand technical industry terminology and meanings of symbols • use interactive communication techniques to elicit and clarify information
Teamwork	<ul style="list-style-type: none"> • apply interpersonal skills including cooperation and flexibility • build and maintain effective working relationships with team members • implement procedures to encourage others' contributions to OHS management • lead, supervise, coach and mentor team members and monitor performance • provide assistance to team members as required • relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities • seek assistance where appropriate • understand own and team members' roles and responsibilities
Problem solving	<ul style="list-style-type: none"> • identify and manage risks and hazards and applies emergency control measures • identify, diagnose and rectify a range of malfunctioning security equipment • perform various calculations relating to pricing estimates for labour, equipment and materials, time and quantities • resolve conflict • resolve customer service problems • solve routine problems
Initiative and enterprise	<ul style="list-style-type: none"> • adapt service to meet customer requirements • apply analytical skills • customise equipment and systems to client requirements • evaluate security equipment and system

Employability Skills Qualification Summary

	<p>design options</p> <ul style="list-style-type: none">• interpret and act upon available information using discretion and judgement• recommend improvements to policies and procedures
Planning and organising	<ul style="list-style-type: none">• gather information to assist in designing modifications• maintain records and information systems• organise and allocate resources and schedule work• plan and adhere to OHS requirements• plan, schedule, coordinate and supervise installation of a range of security equipment and systems• prepare for programming and testing work, commissioning and decommissioning, fault diagnosis and maintenance work• prepare work orders and plan for contingencies• update and maintain relevant information and records
Self management	<ul style="list-style-type: none">• organise work methodically• present a professional image• prioritise daily activities• understand limitations of own role and responsibilities• use personal protective equipment according to OHS guidelines• use time management skills
Learning	<ul style="list-style-type: none">• identify and provide advice on individuals' and teams' OHS training needs• update skills and knowledge to accommodate changes in:<ul style="list-style-type: none">• client enquiries• technical security services and products• equipment installation, maintenance and operating procedures

Employability Skills Qualification Summary	
Technology	<ul style="list-style-type: none"> • check equipment to ensure it is in safe working order • operate appropriate equipment according to task requirements and manufacturer specifications • organise repair work for unsafe or faulty tools and equipment • program, configure, test, commission and decommission a range of security equipment and systems • understand electrical concepts • use and check a range of tools and equipment • use computers and understand relevant computer software types and functions

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each Employability Skill are representative of the property industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

This table is a summary of Employability Skills that are typical of this qualification and should not be interpreted as definitive.

Packaging Rules

Packaging rules	
To achieve recognition at the Certificate III level, the candidate must demonstrate competency in the ten core units, plus four electives (total fourteen units). Up to two of the required electives may be selected from other qualifications aligned at the Certificate II, III or IV level in this Training Package or from other relevant endorsed Training Package qualifications aligned at the Certificate II, III or IV level.	
Core units	
CPPSEC3001A	Maintain workplace safety in the security industry
CPPSEC3006A	Coordinate a quality security service to customers

Packaging rules	
CPPSEC3035A	Identify technical security requirements
CPPSEC3036A	Program security equipment and system
CPPSEC3037A	Test installed security equipment and system
CPPSEC3038A	Commission and decommission security equipment and system
CPPSEC3039A	Identify and diagnose electronic security equipment and system fault
CPPSEC3040A	Plan and coordinate installation of security equipment and system
CPPSEC3041A	Maintain and service security equipment and system
ICTCBL2137A	Install, maintain and modify customer premises communication cabling: ACA Open Rule
Elective units	
BSBFLM306C	Provide workplace information and resourcing plans
CPPSEC3004A	Lead small teams in the security industry
CPPSEC3005A	Prepare and present security documentation and reports
CPPSEC3024A	Install biometrics equipment and systems
CPPSEC3025A	Identify and diagnose biometric system fault
CPPSEC3042A	Identify and diagnose CCTV equipment and system fault
CPPSEC3043A	Establish and set up electronic monitoring parameters
CPPSEC3044A	Maintain and repair mechanical lock and locking system
CPPSEC3045A	Determine security equipment and system modifications
CPPSEC3046A	Configure a security system
CPPSEC3047A	Provide estimate and quote on security system

Packaging rules	
CPPSEC3048A	Maintain effective relationships with security clients
CPPSEC3049A	Modify and repair security equipment and system

CPP30607 Certificate III in Investigative Services

Modification History

Not Applicable

Description

Not Applicable

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Employability Skills Qualification Summary	
Employability Skill	Industry/enterprise requirements for this qualification include the following facets:
Communication	<ul style="list-style-type: none"> • apply literacy skills to: • assess and use workplace information • interpret and understand basic legal, financial, procedural and technical requirements • process workplace documentation • read and record data • apply numeracy skills to: • record and collate accurately • undertake basic computations • ask for advice, feedback and clarification where appropriate • communicate demonstrating social and cultural sensitivity and respect • communicate in a clear and concise manner, in written and verbal modes • explain OHS requirements to others • follow procedures, guidelines and instructions as they relate to legal, regulatory, licensing and organisational requirements, occupational health and safety (OHS), industry standards and codes of practice, and manufacturers' specifications • give, receive and record information accurately • handle client complaints courteously • interpret and use maps and street directories • prepare and complete routine business documentation including reports, financial records, and continuity logs • prepare and present evidential information suitable for use in legal proceedings • report and/or record routine workplace information and breaches of codes of practice

Employability Skills Qualification Summary

	<ul style="list-style-type: none">• report faulty equipment• seek feedback where appropriate• use interactive communication techniques to elicit and clarify information
Teamwork	<ul style="list-style-type: none">• build and maintain effective professional networks and working relationships with team members• seek assistance where appropriate• implement procedures to encourage others' contributions to OHS management• supervise, coach and mentor team members• relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities• assist relevant personnel in the evidence collection process• apply interpersonal skills including cooperation and flexibility• advise others of work implications, where appropriate
Problem solving	<ul style="list-style-type: none">• analyse and resolve ambiguities or inconsistencies in information• constructively resolve conflict situations• identify and rectify financial discrepancies• identify hazards and implement risk assessment and control methods• resolve client service problems• take action to resolve equipment faults and malfunctions
Initiative and enterprise	<ul style="list-style-type: none">• adapt service to meet client requirements• apply analytical skills• assess client needs in routine matters• determine and recommend appropriate method of investigation• evaluate validity, reliability and relevance of information• identify and introduce new ways to improve

Employability Skills Qualification Summary

	<ul style="list-style-type: none">own performance• identify operational inadequacies and opportunities for further improvement• interpret and act upon available information using discretion and judgement• recommend improvements to policies and procedures
Planning and organising	<ul style="list-style-type: none">• develop work plan to achieve personal and client deadlines and targets• estimate and coordinate required resources• manage resource acquisition and maintain inventories and databases• organise and maintain investigative information and records in compliance with legislative requirements• plan and organise own work• plan, prepare, organise and sequence surveillance and factual investigation activities and contingencies including interviews• prepare and manage evidence for presentation in legal proceedings• scope investigations and gather and collate relevant background information
Self management	<ul style="list-style-type: none">• apply competency standards to own performance• demonstrate a commitment to complying with applicable legislative and procedural requirements• maintain own work performance and identify opportunities for professional development• organise, prioritise and complete daily work activities• present a professional image• seek feedback and support to improve own work performance• understand limitations of own role,

Employability Skills Qualification Summary	
	<ul style="list-style-type: none"> responsibilities and authority • use personal protective equipment according to OHS guidelines • use time management skills
Learning	<ul style="list-style-type: none"> • access learning opportunities to extend own personal work competencies to improve service delivery • identify and comply with relevant equipment training, licensing and legislative requirements • identify and provide advice on own and team OHS training needs • update skills and knowledge to accommodate changes in: <ul style="list-style-type: none"> • client investigative service requirements • investigative methods • equipment and operating procedures
Technology	<ul style="list-style-type: none"> • check, equip, maintain and drive surveillance vehicle • operate security, surveillance, recording and information gathering equipment • understand capabilities of security equipment and information technology • use computers and other information technology to access, record and organise information

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each Employability Skill are representative of the property industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

This table is a summary of Employability Skills that are typical of this qualification and should not be interpreted as definitive.

Packaging Rules

Packaging rules

Packaging rules

To achieve this qualification, the candidate must demonstrate competency in:

- 15 units of competency:
- 12 core units
- 3 elective units.

The elective units are chosen as follows:

- 3 units from the elective units listed below
- 2 of the units may be chosen from Certificate II, III or IV qualifications in CPP07 or another Training Package, provided the integrity of the AQF alignment is ensured; they contribute to a valid, industry-supported vocational outcome; and no more than 1 unit is from Certificate II.

Core units

BSBFLM303C	Contribute to effective workplace relationships
BSBWOR301A	Organise personal work priorities and development
CPPSEC3001A	Maintain workplace safety in the security industry
CPPSEC3009A	Prepare and present evidence in court
CPPSEC3026A	Work effectively in the investigative services industry
CPPSEC3027A	Develop investigative plan
CPPSEC3028A	Compile investigative report
CPPSEC3029A	Provide quality investigative services to clients
CPPSEC3030A	Conduct surveillance
CPPSEC3031A	Organise and operate a surveillance vehicle
CPPSEC3032A	Gather information by factual investigation
CPPSEC3033A	Conduct interviews and take statements

Elective units

BSBSMB301A	Investigate micro business opportunities
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Packaging rules	
CPPSEC3012A	Store and protect information
CPPSEC3034A	Operate information gathering equipment
FNSMERC304B	Locate subjects
PSPPOL404A	Support policy implementation
PSPREG401C	Exercise regulatory powers

CPP30711 Certificate III in Waste Management

Modification History

Not applicable.

Description

This qualification applies to individuals who apply a broad range of competencies in a varied work context using some discretion, judgement and relevant theoretical knowledge. They may be responsible for operational waste management activities, under supervision, supporting a team.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • listen to and understand work instructions, directions and feedback • speak clearly and directly to relay information • read and interpret workplace related documentation, such as job sheets and material safety data sheets • write reports and documentation • interpret the needs of team members from clear information and feedback • apply basic numeracy skills to workplace requirements involving measuring and counting • establish and use networks • share information, e.g. with other staff, and working as part of a team • negotiate responsively, e.g. regarding own work role and conditions, and possibly with contractors • persuade effectively • be appropriately assertive, e.g. in relation to safe or ethical work practices and own work role
Teamwork	<ul style="list-style-type: none"> • work as an individual and a team member • work with diverse individuals and groups • apply knowledge of own role as part of a team • identify and use the strengths of other team members • give feedback, coach and mentor
Problem-solving	<ul style="list-style-type: none"> • develop practical and creative solutions to workplace problems • show independence and initiative in identifying problems • solve problems individually or in teams • use numeracy skills to solve problems, e.g. time management, simple calculations, and shift handover • test assumptions and take context into account • listen to and resolve concerns in relation to workplace issues • resolve client concerns relative to workplace responsibilities

Initiative and enterprise	<ul style="list-style-type: none"> • adapt to new situations • be creative in response to workplace challenges within relevant guidelines and protocols • identify opportunities that might not be obvious to others • generate a range of options in response to workplace matters • translate ideas into action • develop innovative solutions
Planning and organising	<ul style="list-style-type: none"> • collect, analyse and organise information • use basic business systems for planning and organising • be appropriately resourceful • take limited initiative and make decisions within workplace role • participate in continuous improvement and planning processes • work within or establish clear work goals and deliverables • determine or apply required resources • allocate resources to tasks and workplace requirements (only for team leader or leading hand roles) • manage time and priorities • adapt resource allocations to cope with contingencies
Self-management	<ul style="list-style-type: none"> • be self-motivated • articulate own ideas and vision • balance own ideas, values and vision with workplace values and requirements • monitor and evaluate own performance • take responsibility at the appropriate level
Learning	<ul style="list-style-type: none"> • be open to learning new ideas and techniques • learn in a range of settings, including informal learning • participate in ongoing learning • learn in order to accommodate change • learn new skills and techniques • take responsibility for own learning • contribute to the learning of others, e.g. by sharing information • apply a range of learning approaches • develop own learning pathways • participate in developing own learning plans, e.g. as part of

	performance management
Technology	<ul style="list-style-type: none">• use technology and related workplace equipment• use basic technology skills to organise data• adapt to new technology skill requirements• apply OHS knowledge when using technology• apply technology as a management tool

Packaging Rules

To achieve this qualification, the candidate must demonstrate competency in:

- 17 units of competency:
 - 5 core units
 - 12 elective units.

The elective units are to be chosen as follows:

- a minimum of 4 from Group A, of which up to 2 may be from the Group A elective units listed in CPP40911 Certificate IV in Waste Management
- up to 8 units from Group A or Group B
- up to 2 units from a Certificate III qualification, or a level above or below, in CPP07 or another current Training Package or state-accredited course, provided the integrity of the AQF alignment is ensured, and they contribute to a valid, industry-supported vocational outcome.

Core units of competency

Unit code	Unit title
CPPCMN3001B	Participate in environmentally sustainable work practices
CPPCMN3003A	Contribute to workplace safety arrangements
CPPCMN3004A	Respond to enquiries and complaints
CPPWMT3041A	Identify operational requirements of waste management industry
CPPWMT3044A	Identify wastes and hazards

Elective units of competency

Group A elective units

Unit code	Unit title
BSBDIV301A	Work effectively with diversity
BSBFLM306C	Provide workplace information and resourcing plans
BSBRKG304B	Maintain business records
BSBWOR301A	Organise personal work priorities and development
CPPWMT3005A	Identify and segregate waste
CPPWMT3011A	Respond to waste emergencies
CPPWMT3013A	Receive waste
CPPWMT3014A	Manually sort waste
CPPWMT3015A	Move waste using loadshifting equipment
CPPWMT3016A	Operate waste processing plant
CPPWMT3017A	Store waste
CPPWMT3018A	Dispatch processed waste
CPPWMT3019A	Prepare waste for re-use
CPPWMT3020A	Place and compact waste
CPPWMT3021A	Cover waste
CPPWMT3023A	Maintain waste disposal sites
CPPWMT3025A	Monitor contained waste
CPPWMT3038A	Process waste
CPPWMT3042A	Follow environmental policies and procedures when transporting waste
CPPWMT3046A	Conduct resource recovery
CPPWMT3051A	Dispose of waste water to sewer
CPPWMT3059A	Plan and conduct waste assessments

CPPWMT3063A	Apply safe operational practices when vehicles contact overhead wires
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Group B elective units

Unit code	Unit title
BSBCUS301A	Deliver and monitor a service to customers
BSBFIA301A	Maintain financial records
BSBFIA302A	Process payroll
BSBFIA303A	Process accounts payable and receivable
BSBFIA304A	Maintain a general ledger
BSBFLM303C	Contribute to effective workplace relationships
BSBFLM309C	Support continuous improvement systems and processes
BSBFLM312C	Contribute to team effectiveness
BSBINM301A	Organise workplace information
BSBINN201A	Contribute to workplace innovation
BSBITU306A	Design and produce business documents
BSBPRO301A	Recommend products and services
BSBWOR201A	Manage personal stress in the workplace
CPPCMN2001B	Control and direct traffic
CPPWMT3054A	Maintain credit control
CPPWMT4055A	Develop waste management proposals
HLTFA301C	Apply first aid
HLTFA302A	Provide first aid in remote situation

RTE3323A	Dispatch materials and composted product
RTE3512A	Prepare raw materials and compost the feedstocks
RTE3513A	Prepare value-added compost-based products
RTE4519A	Develop a composting recipe
SIRXSLS003A	Coordinate sales performance
TLIB3006A	Carry out inspection of vehicles designed to carry special loads
TLIC3004A	Drive heavy rigid vehicle
TLIC3005A	Drive heavy combination vehicle
TLIC4006A	Drive multi-combination vehicle
TLID2003A	Handle dangerous goods/hazardous substances
TLID3024A	Use specialised liquid bulk transfer equipment (gravity/pressurised)
TLIF2010A	Apply fatigue management strategies
TLIF3013A	Coordinate breakdowns and emergencies
TLIH3002A	Plan and navigate routes
TLILIC2016A	Licence to drive heavy rigid vehicle
TLILIC3017A	Licence to drive heavy combination vehicle
TLILIC3018A	Licence to drive multi-combination vehicle

Custom Content Section

Not applicable.

CPP30811 Certificate III in Fire Protection Inspection and Testing

Modification History

Not applicable.

Description

This qualification applies to fire protection technicians responsible for non-trade installation, commissioning and complex servicing of fire protection systems or for supervision of fire protection services work.

At Certificate III level, fire protection technicians may specialise in activities relating to certain types of systems, such as:

- installing and commissioning pre-engineered fire-suppression systems
- installing gaseous fire-suppression system containers and actuators
- conducting complex servicing of fire protection systems.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • listen to and understand work instructions, directions and feedback • speak clearly and directly to relay information • read and interpret workplace related documentation, such as Australian standards • write reports and documentation • interpret the needs of team members from clear information and feedback • apply basic numeracy skills to workplace requirements involving measuring and counting • establish and use networks • share information with other staff • negotiate responsively, e.g. about own work role and conditions, possibly with contractors • be appropriately assertive, e.g. in relation to safe or ethical work practices and own work role
Teamwork	<ul style="list-style-type: none"> • work as an individual and a team member • work with diverse individuals and groups • apply knowledge of own role as part of a team • apply teamwork skills to a limited range of situations • identify and use the strengths of other team members • give feedback, coach and mentor
Problem-solving	<ul style="list-style-type: none"> • develop practical and creative solutions to workplace problems • show independence and initiative in identifying problems • solve problems individually or in teams • apply a range of strategies in problem solving • use numeracy skills to solve problems, e.g. time management and simple calculations • test assumptions and take context into account • listen to and resolve concerns in relation to workplace issues • resolve client concerns relative to workplace responsibilities

Initiative and enterprise	<ul style="list-style-type: none"> • adapt to new situations • be creative in response to workplace challenges • identify opportunities that might not be obvious to others • generate a range of options in response to workplace matters • translate ideas into action • develop innovative solutions within established guidelines
Planning and organising	<ul style="list-style-type: none"> • collect, analyse and organise information • use basic business systems for planning and organising • be appropriately resourceful • take initiative and make decisions within workplace role and authorised limits • participate in continuous improvement and planning processes • work within or establish clear work goals and deliverables • determine or apply required resources • allocate resources to tasks and workplace requirements • manage time and priorities • adapt resource allocations to cope with contingencies
Self-management	<ul style="list-style-type: none"> • be self-motivated • articulate own ideas and vision • balance own ideas, values and vision with workplace values and requirements • monitor and evaluate own performance • take responsibility at the appropriate level
Learning	<ul style="list-style-type: none"> • be open to learning new ideas and techniques • learn in a range of settings, including informal learning • participate in ongoing learning • learn in order to accommodate change • learn new skills and techniques • take responsibility for own learning • contribute to the learning of others by sharing information • apply a range of learning approaches • develop own learning pathways • participate in developing own learning plans, for example as part of performance management
Technology	<ul style="list-style-type: none"> • use technology and related workplace equipment • use basic technology skills to organise data

	<ul style="list-style-type: none">• adapt to new technology skill requirements• apply OHS knowledge when using technology• apply technology as a management tool
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Packaging Rules

To achieve this qualification, the candidate must demonstrate competency in:

- 16 units of competency:
 - 6 core units
 - 10 elective units.

The elective units are to be chosen as follows:

- a minimum of 4 units from Group A
- up to 4 units from Group B
- up to 4 vocationally relevant fire industry units from Certificate III or Certificate IV qualifications in the current versions of the following Training Packages:
 - CPP07 Property Services Training Package
 - CPC08 Construction, Plumbing and Services Training Package
 - UEE07 Electrotechnology Training Package.

Core units of competency

Unit code	Unit title
BSBWOR301A	Organise personal work priorities and development
CPPCMN2002A	Participate in workplace safety arrangements
CPPFES2004A	Identify types of installed fire safety equipment and systems
CPPFES2005A	Demonstrate first attack firefighting equipment
CPPFES2006A	Prepare for installation and servicing operations
CPPFES2007A	Maintain quality of work and promote continuous improvement

Elective units of competency

Group A elective units

Unit code	Unit title
CPPFES2003A	Safely move loads and dangerous goods
CPPFES2047A	Inspect and test control and indicating equipment
CPPFES3024A	Inspect and maintain portable foam-generating equipment
CPPFES3032A	Conduct enclosure integrity testing
CPPFES3038A	Inspect, test and maintain portable fire monitors
CPPFES3040A	Install passive fire and smoke containment systems
CPPFES3042A	Install and commission pre-engineered fire-suppression systems
CPPFES3044A	Interpret installation requirements for gaseous fire-suppression systems
CPPFES3045A	Install gaseous agent containers and actuators
CPPFES3046A	Decommission gaseous agent containers and actuators
CPCPFS3022A	Conduct annual functional testing of complex water-based fire-suppression systems
CPCPFS3023A	Conduct functional water flow testing

Group B elective units

Unit code	Unit title
BSBCM311B	Maintain workplace safety
BSBCUS301A	Deliver and monitor a service to customers
BSBFLM303C	Contribute to effective workplace relationships

BSBFLM306C	Provide workplace information and resourcing plans
BSBFLM309C	Support continuous improvement systems and processes
BSBFLM311C	Support a workplace learning environment
BSBFLM312C	Contribute to team effectiveness
BSBWOR301A	Organise personal work priorities and development
CPPCMN3001B	Participate in environmentally sustainable work practices
HLTFA301C	Apply first aid
TAEDEL301A	Provide work skill instruction

Custom Content Section

Not applicable.

CPP30911 Certificate III in Pest Management

Modification History

Revised qualification deemed equivalent.

Update of revised equivalent core unit:

- CPPPMT3018B Maintain equipment and chemical storage areas

Update of revised imported Group B elective units:

- BSBHRM405A Support the recruitment, selection and induction of staff
- HLTAID003 Provide first aid

Description

This qualification applies to people working in the pest management industry as pest management technicians who identify pests, assess pest problems, consider pest management options, liaise with customers and implement pest management strategies.

In most cases, the technician will work alone and have responsibility for managing chemicals and equipment used in pest management as well as a vehicle, including the vehicle storage area.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Check with relevant state and territory licensing and regulatory authorities. State and territory jurisdictions may have different regulatory requirements.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • be appropriately assertive • establish and use networks • interpret the needs of clients and colleagues • listen to and understand requests, specifications, directions and feedback • negotiate responsively • persuade effectively • read and interpret workplace related documentation, such as job sheets and material safety data sheets • share information, e.g. with customers • speak clearly and directly to relay information • write plans, reports and other documentation
Teamwork	<ul style="list-style-type: none"> • apply knowledge of own role as part of a team • give feedback, coach and mentor • identify and use the strengths of other team members • work independently and as a team member to support team and workplace goals • work with diverse individuals and groups
Problem-solving	<ul style="list-style-type: none"> • develop practical and creative solutions to workplace problems • listen to and resolve concerns in relation to workplace issues • resolve client concerns in line with workplace responsibilities • show independence and initiative in identifying problems • solve problems individually or in teams • test assumptions and take context into account • use numeracy skills to solve problems, for example time management, simple calculations, measurement and counting
Initiative and enterprise	<ul style="list-style-type: none"> • adapt to new situations, such as new rules and regulations • be appropriately resourceful • be creative in response to workplace challenges within

	<ul style="list-style-type: none"> relevant guidelines and protocols • develop innovative solutions within established guidelines • generate a range of options in response to workplace matters • identify opportunities that might not be obvious to others • take limited initiative and make decisions within workplace role • translate ideas into action
Planning and organising	<ul style="list-style-type: none"> • adapt resource allocations to cope with contingencies • allocate resources to tasks and workplace requirements • collect, analyse and organise information • determine and apply required resources • manage time and priorities • participate in continuous improvement and planning processes • use basic business systems for planning and organising • work within or establish clear work goals and deliverables
Self-management	<ul style="list-style-type: none"> • articulate own ideas and vision • balance own ideas, values and vision with workplace values and requirements • be self-motivated in relation to requirements of own work • monitor and evaluate own performance • take responsibility at the appropriate level
Learning	<ul style="list-style-type: none"> • apply a range of learning approaches • be open to learning new ideas and techniques • contribute to the learning of others by sharing information • develop own learning pathways • learn in a range of settings, including informal learning • learn in order to accommodate change • learn new skills and techniques • participate in developing own learning plans • participate in ongoing learning • take responsibility for own learning
Technology	<ul style="list-style-type: none"> • adapt to new technology skill requirements • apply OHS knowledge when using technology • apply technology as a management tool • use basic technology skills to organise data • use technology and related workplace equipment

Packaging Rules

To achieve this qualification, the candidate must demonstrate competency in:

- 13 units of competency:
 - 10 core units
 - 3 elective units.

The elective units are to be chosen as follows:

- a minimum of 2 units from Group A
- up to 1 unit from Group B or a Certificate III or IV qualification in CPP07 or another current Training Package, provided the integrity of the AQF alignment is ensured, and they contribute to a valid, industry-supported vocational outcome.

Core units

CPPCMN3004A	Respond to enquiries and complaints
CPPPMT3002A	Assess pest management options
CPPPMT3005A	Modify environment to manage pests
CPPPMT3006A	Apply pesticides to manage pests
CPPPMT3007A	Implement pest management plans
CPPPMT3009A	Advise clients on pest management options
CPPPMT3017A	Repair and maintain service equipment
CPPPMT3018B	Maintain equipment and chemical storage areas
CPPPMT3026A	Select and obtain pest management vehicles, equipment and materials
CPPPMT3043A	Prepare and present pest management proposals

Group A elective units

CPPPMT3008A	Inspect and report on timber pests
CPPPMT3010A	Control timber pests

CPPPMT3011A	Conduct fumigation
CPPPMT3019A	Organise and monitor pest management operations
CPPPMT3029A	Plan and schedule pest management operations
CPPPMT3042A	Install physical termite barriers

Group B elective units

BSBFIA301A	Maintain financial records
BSBHRM405A	Support the recruitment, selection and induction of staff
BSBSMB407A	Manage a small team
CPPCMN3001B	Participate in environmentally sustainable work practices
HLTAID003	Provide first aid
TAEDEL301A	Provide work skill instruction

Custom Content Section

Not applicable.

CPP31011 Certificate III in Cleaning Operations

Modification History

Not applicable.

Description

This qualification applies to individuals working in the cleaning industry as cleaners who are responsible for planning work, liaising with customers and operating in a range of general domestic and commercial settings as well as specialist cleaning environments.

The cleaner may work alone or under supervision and have responsibility selecting the method of cleaning to be used and ensuring safe work practices.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • listen to and understand work instructions, directions and feedback • speak clearly and directly to relay information • read and interpret workplace related documentation, such as work instructions, manufacturer specifications and product labels • write reports as required • interpret the needs of team members from clear information and feedback • apply basic numeracy skills to workplace requirements involving measuring and counting • share information with other staff, colleagues, clients and others • communicate with colleagues and supervisors regarding safe work practices and own work role
Teamwork	<ul style="list-style-type: none"> • work as an individual and a team member • work with diverse individuals and groups • apply knowledge of own role as part of a team • identify and use the strengths of other team members
Problem-solving	<ul style="list-style-type: none"> • develop practical and creative solutions to workplace problems • assess and apply environmentally sustainable solutions • adopt strategies to maximise infection control and avoid contamination in work sites • develop appropriate responses to workplace safety matters • show independence and initiative in identifying problems • solve problems individually or in teams • use numeracy skills to solve problems, including time management and simple calculations • test assumptions and take context into account • listen to and resolve concerns in relation to workplace issues • resolve client concerns relative to workplace responsibilities

Initiative and enterprise	<ul style="list-style-type: none"> • adapt to new situations • be creative in response to workplace challenges • identify opportunities that might not be obvious to others • generate a range of options in response to workplace matters • translate ideas into action • develop innovative solutions within established guidelines
Planning and organising	<ul style="list-style-type: none"> • collect, analyse and organise information • plan and organise for a safe work site • be appropriately resourceful • take initiative and make decisions within workplace role and authorised limits • work within or establish clear work goals and deliverables • determine or apply required resources • allocate resources to tasks and workplace requirements • manage time and priorities • adapt resource allocations to cope with contingencies
Self-management	<ul style="list-style-type: none"> • be self-motivated • articulate own ideas and vision • balance own ideas, values and vision with workplace values and requirements • monitor and evaluate own performance • take responsibility at the appropriate level
Learning	<ul style="list-style-type: none"> • be open to learning new ideas and techniques • learn in a range of settings, including informal learning • participate in ongoing learning • learn in order to accommodate change • learn new skills and techniques • take responsibility for own learning • contribute to the learning of others by sharing information • apply a range of learning approaches • participate in developing own learning plans, e.g. as part of performance management
Technology	<ul style="list-style-type: none"> • use technology and related workplace equipment • use basic technology skills to organise data • adapt to new technology skill requirements • apply OHS knowledge when using technology • apply technology as a management tool

Packaging Rules

To achieve this qualification, the candidate must demonstrate competency in:

- 19 units of competency:
 - 4 core units
 - 15 elective units.

The elective units must ensure the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome and are to be chosen as follows:

- a minimum of 8 units from the electives listed below
- up to 6 units from CPP20611 Certificate II in Cleaning Operations
- up to 2 units from Certificate III or Certificate IV qualifications in CPP07 or another current Training Package or state-accredited course.

Core units of competency

Unit code	Unit title
CPPCLO2033A	Plan for safe and efficient cleaning activities
CPPCLO2035A	Maintain cleaning storage areas
CPPCLO3039A	Support leadership in the workplace
CPPCMN3003A	Contribute to workplace safety arrangements

Elective units of competency

Unit code	Unit title
CPPCCL2002A	Use bonnet cleaning
CPPCCL2003A	Use dry foam shampoo

CPPCCL2004A	Use dry absorbent compound
CPPCCL2005A	Use wet foam shampoo
CPPCLO3002A	Restore hard floor surfaces
CPPCLO3003A	Replace a hard floor finish
CPPCLO3013A	Clean window coverings
CPPCLO3014A	Maintain 'clean room' environments
CPPCLO3016A	Wash furniture and fittings
CPPCLO3020A	Clean using pressure washing
CPPCLO3021A	Clean industrial machinery
CPPCLO3036A	Clean at high levels
CPPCLO3038A	Clean food-handling areas
CPPCLO3044A	Clean using steam sanitising techniques
CPPCMN3001B	Participate in environmentally sustainable work practices
CPPCMN3004A	Respond to enquiries and complaints
HLTIN301C	Comply with infection control policies and procedures
HLTIN403B	Implement and monitor infection control policy and procedures
TAEDEL301A	Provide work skill instruction

Custom Content Section

Not applicable.

CPP31111 Certificate III in Carpet Cleaning Operations

Modification History

Not applicable.

Description

This qualification applies to carpet cleaners requiring specialist and comprehensive skills. They may be self-employed or operators, and are capable of working autonomously while being overseen by area supervisors or managers.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • listen to and understand work instructions, directions and feedback • speak clearly and directly to relay information • read and interpret workplace related documentation, such as work instructions, manufacturer specifications and product labels • write reports and documentation • interpret the needs of team members from clear information and feedback • apply basic numeracy skills to workplace requirements involving measuring and counting • share information with other staff, colleagues, clients and others • communicate with colleagues and supervisors regarding safe work practices and own work role
Teamwork	<ul style="list-style-type: none"> • work as an individual and a team member • work with diverse individuals and groups • apply knowledge of own role as part of a team • identify and use the strengths of other team members
Problem-solving	<ul style="list-style-type: none"> • develop practical and creative solutions to workplace problems • assess and apply environmentally sustainable solutions • develop appropriate responses to workplace safety matters • show independence and initiative in identifying problems • solve problems individually or in teams • apply a range of strategies in problem solving • use numeracy skills to solve problems, including time management and simple calculations • test assumptions and take context into account • listen to and resolve concerns in relation to workplace issues • resolve client concerns relative to workplace responsibilities
Initiative and enterprise	<ul style="list-style-type: none"> • adapt to new situations

	<ul style="list-style-type: none"> • be creative in response to workplace challenges • identify opportunities that might not be obvious to others • generate a range of options in response to workplace matters • translate ideas into action • develop innovative solutions within established guidelines
Planning and organising	<ul style="list-style-type: none"> • collect, analyse and organise information • use basic business systems for planning and organising • be appropriately resourceful • take initiative and make decisions within workplace role and authorised limits • work within or establish clear work goals and deliverables • determine or apply required resources • allocate resources to tasks and workplace requirements • manage time and priorities • adapt resource allocations to cope with contingencies
Self-management	<ul style="list-style-type: none"> • be self-motivated • articulate own ideas and vision • balance own ideas, values and vision with workplace values and requirements • monitor and evaluate own performance • take responsibility at the appropriate level
Learning	<ul style="list-style-type: none"> • be open to learning new ideas and techniques • learn in a range of settings, including informal learning • participate in ongoing learning • learn in order to accommodate change • learn new skills and techniques • take responsibility for own learning • contribute to the learning of others by sharing information • apply a range of learning approaches • participate in developing own learning plans, e.g. as part of performance management
Technology	<ul style="list-style-type: none"> • use technology and related workplace equipment • use basic technology skills to organise data • adapt to new technology skill requirements • apply OHS knowledge when using technology • apply technology as a management tool

Packaging Rules

To achieve this qualification, the candidate must demonstrate competency in:

- 18 units of competency:
- 7 core units
- 11 elective units.

The elective units are to be chosen as follows:

- a minimum of 6 units from the electives listed below
- up to 5 units from CPP20711 Certificate II in Carpet Cleaning Operations
- up to 2 units from CPP31011 Certificate III in Cleaning Operations
- up to 1 unit from CPP41011 Certificate IV in Cleaning Management
- up to 2 units from Certificate III qualifications in CPP07 or another current Training Package or state-accredited course, provided the integrity of the AQF alignment is ensured, and they contribute to a valid, industry-supported vocational outcome.

Core units of competency

Unit code	Unit title
CPPCCL2006A	Identify carpet fibre and construction
CPPCCL3015A	Perform advanced stain removal
CPPCLO2033A	Plan for safe and efficient cleaning activities
CPPCLO2035A	Maintain cleaning storage areas
CPPCMN3001B	Participate in environmentally sustainable work practices
CPPCMN3004A	Respond to enquiries and complaints
And one from the following two workplace safety units. The option is provided to enable an appropriate selection, depending on whether candidates are working on their own or in a collaborative work environment where there is the opportunity to contribute.	
CPPCMN2002A	Participate in workplace safety arrangements

CPPCMN3003A	Contribute to workplace safety arrangements
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Elective units of competency

Unit code	Unit title
CPPCCL3008A	Mitigate water damage
CPPCCL3009A	Restore smoke damaged carpet
CPPCCL3010A	Apply odour control
CPPCCL3011A	Perform carpet repair and reinstallation
CPPCCL3012A	Perform carpet colour repair and restoration
CPPCCL3013A	Clean leather upholstery
CPPCCL3014A	Clean fabric upholstery
CPPCCL3016A	Apply topical treatments
CPPCCL3017A	Identify upholstery fibre and construction
CPPCCL3018A	Inspect sites with water damage
CPPCCL3019A	Inspect sites prior to cleaning or treatment
CPPCCL3020A	Develop a plan to mitigate water damage and restore carpet

Custom Content Section

Not applicable.

CPP31212 Certificate III in Swimming Pool and Spa Service

Modification History

Version	Comment
1	This version first released with CPP07 Property Services Training Package Version 13.

Description

This is an entry-level qualification that provides the competencies required by swimming pool and spa technicians to routinely maintain swimming pools and spas in domestic, commercial and public settings.

The qualification is suitable for an Australian Apprenticeship pathway.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability skill	Industry/enterprise requirements for this qualification
Communication	<ul style="list-style-type: none"> • listen to and understand work instructions, directions and feedback • speak clearly and directly to relay information • read and apply workplace-related documentation, such as Australian standards and Australian Competition and Consumer Commission product safety guidelines • prepare customer documentation • interpret the needs of team members from clear information and feedback • apply basic numeracy skills to workplace requirements involving measuring and calculating • establish and use networks • share information with other staff
Teamwork	<ul style="list-style-type: none"> • work with diverse individuals and groups • apply knowledge of own role as part of a team • identify and use the strengths of other team members • give and receive feedback to assist in meeting own, team and enterprise goals • apply strategies to support team members and prevent conflict within work teams
Problem solving	<ul style="list-style-type: none"> • develop practical solutions to workplace problems • show independence and initiative in identifying problems • solve problems individually or in teams • apply a range of strategies in problem solving • use numeracy skills to solve problems, e.g. time management and simple calculations • listen to and resolve concerns in relation to workplace issues • resolve client concerns relative to workplace responsibilities
Initiative and enterprise	<ul style="list-style-type: none"> • adapt to new situations • be creative in response to workplace challenges • identify opportunities that might not be obvious to others • generate a range of options in response to workplace matters • develop innovative solutions within established guidelines
Planning and	<ul style="list-style-type: none"> • collect and organise information

organising	<ul style="list-style-type: none"> • use basic business systems for planning and organising • take initiative and make decisions within workplace role and authorised limits • participate in continuous improvement and planning processes • work within or establish clear work goals and deliverables • identify resources required for workplace tasks • manage own time and priorities • adapt resource allocations to cope with contingencies
Self-management	<ul style="list-style-type: none"> • be self-motivated • implement sustainable practices • monitor and evaluate own performance • take responsibility at the appropriate level
Learning	<ul style="list-style-type: none"> • be open to learning new ideas and techniques • participate in ongoing learning • learn new skills and techniques • take responsibility for own learning • contribute to the learning of others by sharing information • participate in developing own learning plans, for example as part of performance management
Technology	<ul style="list-style-type: none"> • apply a range of tools and items of equipment in servicing and maintaining swimming pools and spas • use technology and related workplace equipment • use a range of manual and electronic measuring instruments to assess water quality • use basic technology skills to organise data • adapt to new technology skill requirements • apply WHS knowledge when using technology

The detail of the above employability skills is representative of the property services industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements as identified in units of competency that meet packaging guidelines.

This table is a summary of employability skills that are typical of this qualification and should not be interpreted as definitive.

Packaging Rules

To achieve this qualification, the candidate must demonstrate competency in:

- 18 units of competency:
 - 12 core units
 - 6 elective units.

The elective units must ensure the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome and are to be chosen as follows:

- all six may be chosen from the elective units listed below
- up to three units may be chosen from other Certificate III or Certificate IV qualifications in CPP07, or another current Training Package or accredited course, provided they have not been previously chosen.

Core units

BSBWOR301B	Organise personal work priorities and development
CPPCMN3005A	Complete client documentation
CPPDSM3009A	Maintain workplace safety in the property industry
CPPSPS3001A	Handle, transport and store swimming pool and spa chemicals safely
CPPSPS3002A	Perform basic swimming pool and spa measurements and calculations
CPPSPS3003A	Routinely maintain swimming pools and spas
CPPSPS3004A	Routinely maintain swimming pool and spa water circulation and filtration systems
CPPSPS3005A	Routinely maintain swimming pool and spa dosing systems
CPPSPS3006A	Routinely maintain swimming pool and spa cleaning and vacuuming systems
CPPSPS3008A	Work in the swimming pool and spa servicing industry
SISCAQU201A	Monitor pool water quality
SISCAQU304A	Maintain pool water quality

Elective units

CPCCCM2010A	Work safely at heights
CPCCOHS2001A	Apply OHS requirements, policies and procedures in the construction industry
CPPDSM3010B	Meet customer needs and expectations in the property industry
CPPSPS3007A	Routinely maintain swimming pool and spa heating systems
CPPSPS3009A	Maintain swimming pool and spa stock
CPPSPS3010A	Sell swimming pool and spa products and services
CPPSPS3011A	Use and maintain business technology related to swimming pool and spa servicing
CPPSPS3012A	Read and apply information from swimming pool and spa technical manuals
HLTFA311A	Apply first aid
RIOHS202A	Enter and work in confined spaces

Custom Content Section

Not applicable.

CPP40112 Certificate IV in Surveying

Modification History

Overall number of units required for qualification remains unchanged, but core units reduced from 8 to 7 by removing the following core unit: ICAU2006B Operate computing packages; number of required electives increased from 7 to 8.

Changed outcome for some native CPP07 core units. Imported unit replaced with new native unit. Native and imported elective units updated.

Description

Qualification requirements

This qualification applies to those who use well-developed skills and a broad knowledge base in a wide variety of surveying contexts. They may be responsible for wide-ranging operational surveying technical activity and a defined range of unpredictable problems.

This qualification is suitable for an Australian Apprenticeship pathway.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability skill	Industry/enterprise requirements for this qualification include the following facets:
Communication	<ul style="list-style-type: none"> • apply communication skills to discuss vocational issues effectively with colleagues and impart knowledge and ideas through oral, written and visual means • apply literacy skills to: <ul style="list-style-type: none"> • assess and use workplace information • interpret and understand legal, financial and procedural requirements • process workplace documentation • read and record data and write routine reports • research and access routine sources of spatial data • complete required documentation according to organisational guidelines
Teamwork	<ul style="list-style-type: none"> • plan and execute set tasks in a team environment • apply interpersonal skills e.g. cooperation and flexibility • relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities • support, and often lead, team debate on the application of various improvement processes • show team leadership • work effectively as part of a team • discuss and evaluate ideas with team to determine viability and compliance with relevant legislation
Problem solving	<ul style="list-style-type: none"> • solve surveying problems involving circular curves • identify and address any discrepancies between specifications and actual activities • identify problems and communicate to relevant personnel to improve service and prevent recurrence according to organisational guidelines • identify, analyse and evaluate image data to fulfill project requirements • apply spatial skills to: <ul style="list-style-type: none"> • understand the holistic implications of height, depth, breadth, dimension, direction and position to actual operational activity and virtual representation • exercise precision and accuracy in surveying computations

Employability skill	Industry/enterprise requirements for this qualification include the following facets:
	<ul style="list-style-type: none"> • perform global positioning system data archival and retrieval • perform global positioning system data management and manipulation • perform file management • solve basic problems relating to height, depth, breadth, dimension, direction and position in actual operational activity and virtual representation • interpret technical task requirements • validate and record measurements according to project specifications • solve problems involving acquired image data according to organisational policies and principles
Initiative and enterprise	<ul style="list-style-type: none"> • apply analytical skills to determine the data requirements of a survey project • apply negotiation skills • create, extract and output information from engineering plans • participate in assessing the viability of new ideas and implementing new or improved processes
Planning and organising	<ul style="list-style-type: none"> • archive spatial data according to project specifications • use organisational skills to prioritise activities to meet contractual requirements and to prepare and administer documentation • prepare and collect data using basic global positioning system equipment • prepare to perform traverse computations • plan survey field work • plan and adhere to OHS requirements
Self-management	<ul style="list-style-type: none"> • manage own time and prioritise activities • adhere to correct OHS practices
Learning	<ul style="list-style-type: none"> • update skills and knowledge to accommodate changes in spatial reference systems and in equipment and operations • train others in the use of equipment • operate global navigation satellite system (GNSS) equipment according to manufacturer specifications and organisational guidelines
Technology	<ul style="list-style-type: none"> • use computers (technical user level) to complete business documentation • use suitable software to communicate with a GNSS receiver

Employability skill	Industry/enterprise requirements for this qualification include the following facets:
	<ul style="list-style-type: none"> • conduct navigation operations • select and use appropriate tools • maintain equipment

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the property industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

This table is a summary of employability skills that are typical of this qualification and should not be interpreted as definitive.

Packaging Rules

To achieve this qualification, the candidate must demonstrate competency in:

- 15 units of competency:
 - 7 core units
 - 8 elective units.

The elective units must ensure the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome and are to be chosen as follows:

- up to 8 units from the elective units listed below
- up to 2 units may be chosen from Certificate III, IV or Diploma qualifications in CPP07 or another current Training Package or accredited course.

Core units

CPPSIS4022A	Store and retrieve spatial data
CPPSIS4025A	Collect basic GNSS data
CPPSIS4026A	Read and interpret image data
CPPSIS4029A	Collect and set out basic surveying data

CPPSIS4030A	Operate surveying equipment
CPPSIS4031A	Perform surveying computations
CPPSIS4037A	Produce computer-aided drawings

Elective units

BSBLED401A	Develop teams and individuals
BSBPMG510A	Manage projects
BSBWOR402A	Promote team effectiveness
CPPCMN4002B	Implement and monitor environmentally sustainable work practices
CPPCMN4005A	Facilitate effective teamwork
CPPCMN4006A	Facilitate effective workplace relationships
CPPDSM3009A	Maintain workplace safety in the property industry
CPPSIS4027A	Organise field services
CPPSIS4028A	Organise equipment and supplies
CPPSIS4032A	Plan and conduct survey expeditions
CPPSIS4033A	Participate in spatial process improvement
CPPSIS4036A	Operate spatial software applications
CPPSIS4038A	Prepare and present GIS data
ICADBS502A	Design a database
RIIRIS401A	Apply site risk management system

Custom Content Section

Not applicable.

CPP40212 Certificate IV in Spatial Information Services

Modification History

Overall number of units required for qualification remains unchanged, but core units reduced from 9 to 7, by deleting ICAU2006B Operate computing packages from qualification and moving the following core unit to the elective pool: RIISTD201A Read and interpret maps. Changed outcome for some native CPP07 core units. Native and imported elective units updated.

Description

Qualification requirements

This qualification applies to those who use well-developed skills and a broad knowledge base in a wide variety of spatial information services contexts. They may be responsible for wide-ranging operational surveying technical activity and a defined range of unpredictable problems.

This qualification is suitable for an Australian Apprenticeship pathway.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability skill	Industry/enterprise requirements for this qualification include the following facets:
Communication	<ul style="list-style-type: none"> • apply communication skills to discuss vocational issues effectively with colleagues • impart knowledge and ideas through oral, written and visual means • apply communication skills that assist in facilitating client relationships, including: <ul style="list-style-type: none"> • accessing, synthesising and using information • assertiveness • communicating effectively on the telephone • displaying empathy, tact and diplomacy • negotiating • written skills to document follow-up action • apply literacy skills to: <ul style="list-style-type: none"> • assess and use workplace information • interpret and understand legal, financial and procedural requirements • process workplace documentation • read, record data and write routine reports • research and access routine sources of spatial data • document spatial data collection and set out process • complete required documentation according to organisational guidelines
Teamwork	<ul style="list-style-type: none"> • plan and execute set tasks in a team environment • apply interpersonal skills e.g. cooperation and flexibility • relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities • work with and lead others on site • monitor team activity according to plan
Problem solving	<ul style="list-style-type: none"> • assess client needs and provide appropriate information and follow-up on a variety of issues within the spatial information handling framework • develop basic policies and guidelines pertaining to spatial data systems • interpret surveying task requirements

Employability skill	Industry/enterprise requirements for this qualification include the following facets:
	<ul style="list-style-type: none"> • apply spatial skills to: <ul style="list-style-type: none"> • understand the holistic implications of height, depth, breadth, dimension, direction and position to actual operational activity and virtual representation • perform spatial data archival and retrieval • perform spatial data management and manipulation • perform file management • solve basic problems relating to height, depth, breadth, dimension, direction and position in actual operational activity and virtual representation • interpret technical manuals • interpret surveying task requirements • verify data reliability • solve problems involving acquired image data according to organisational policies and principles
Initiative and enterprise	<ul style="list-style-type: none"> • apply analytical skills to determine data requirements of a survey project • analyse and evaluate spatial information from a variety of sources • identify and access spatial information for set task requirements • manage contingencies • establish business contacts and networks • work effectively with business contacts • apply negotiation skills
Planning and organising	<ul style="list-style-type: none"> • confirm reliability of spatial systems • amend spatial data according to changes identified, spatial systems and organisational requirements • source basic spatial data to prepare for data set out • carry out data backup and recovery • archive data • use organisational skills to prioritise activities to meet contractual requirements and to prepare and administer documentation • prepare and collect data using basic global navigation satellite system (GNSS) equipment
Self-	<ul style="list-style-type: none"> • adhere to correct OHS practices • manage time

Employability skill	Industry/enterprise requirements for this qualification include the following facets:
management	
Learning	<ul style="list-style-type: none"> • apply knowledge of organisational policies and guidelines regarding spatial data maintenance • update skills and knowledge to accommodate changes in data requirements • apply knowledge of industry requirements and standards • apply knowledge of legislative, statutory and industry requirements and standards
Technology	<ul style="list-style-type: none"> • use computers (technical user level) to complete business documentation • use suitable software to communicate with a GNSS receiver • select and use appropriate tools

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the property industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

This table is a summary of employability skills that are typical of this qualification and should not be interpreted as definitive.

Packaging Rules

To achieve this qualification, the candidate must demonstrate competency in:

- 15 units of competency:
 - 7 core units
 - 8 elective units.

The elective units must ensure the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome and are to be chosen as follows:

- up to 8 units from the elective units listed below
- up to 2 units may be chosen from Certificate III, IV or Diploma qualifications in CPP07 or another current Training Package or accredited course.

Core units

CPPDSM3009A	Maintain workplace safety in the property industry
CPPSIS4021A	Maintain spatial systems
CPPSIS4022A	Store and retrieve spatial data
CPPSIS4025A	Collect basic GNSS data
CPPSIS4026A	Read and interpret image data
CPPSIS4034A	Maintain spatial data
CPPSIS5035A	Obtain and validate spatial data

Elective units

BSBINM401A	Implement workplace information system
BSBWOR402A	Promote team effectiveness
CPPCMN3001B	Participate in environmentally sustainable work practices
CPPCMN4005A	Facilitate effective teamwork
CPPCMN4006A	Facilitate effective workplace relationships
CPPSIS4023A	Facilitate effective spatial client relationships
CPPSIS4024A	Collect and set out spatial data
CPPSIS4027A	Organise field services
CPPSIS4028A	Organise equipment and supplies
CPPSIS4030A	Operate surveying equipment
CPPSIS4033A	Participate in spatial process improvement
CPPSIS4035A	Apply GIS software to problem-solving techniques

CPPSIS4036A	Operate spatial software applications
CPPSIS4037A	Produce computer-aided drawings
CPPSIS4038A	Prepare and present GIS data
CUVACD301A	Produce drawings to communicate ideas
ICADBS502A	Design a database
ICAICT302A	Install and optimise operating system software
ICAWEB401A	Design a website to meet technical requirements
ICAWEB411A	Produce basic client-side script for dynamic web pages
ICAWEB429A	Create a markup language document to specification
RIIRIS401A	Apply site risk management system
RIISTD201A	Read and interpret maps

Custom Content Section

Not applicable.

CPP40307 Certificate IV in Property Services (Real Estate)

Modification History

Not Applicable

Description

Not Applicable

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Employability Skills Qualification Summary	
Employability Skill	Industry/enterprise requirements for this qualification include the following facets:
Communication	<ul style="list-style-type: none"> • apply literacy skills to access and interpret a variety of texts, including leases; prepare general information and papers; prepare formal and informal letters, reports and applications; and complete prescribed forms • apply numeracy skills to calculate and interpret data such as deposits, entitlements and commissions • communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities • demonstrate effective communication strategies to establish rapport with clients, determine client needs, provide accurate advice, address client concerns and deal with conflict in line with agency practice • identify and assess property marketing strategies in the context of legislative requirements and agency practice • identify effective communication strategies for managing conflicts involving clients, and evaluate them in line with legislative requirements and agency practice • use verbal communication skills for face-to-face communication with real estate sellers and buyers
Teamwork	<ul style="list-style-type: none"> • identify roles and responsibilities of government agencies regulating the lease and management of property • identify roles and responsibilities of agents in leasing and managing property in line with legislative requirements and agency practice • work effectively in and promote

Employability Skills Qualification Summary	
	communication between teams in an agency environment
Problem solving	<ul style="list-style-type: none"> • apply decision making and problem solving skills to analyse situations and make decisions consistent with legislative and regulatory requirements • apply strategies for resolving disputes between landlords and tenants and evaluate them in line with legislative requirements and agency practice
Initiative and enterprise	<ul style="list-style-type: none"> • analyse causes and potential impact of risks on agency, clients and other stakeholders • apply analytical skills to interpret documentation, such as parliamentary documents, legislation, regulations and codes of conduct • apply research skills to identify and locate legislation, regulations and codes of conduct • apply negotiation and conflict resolution skills to resolve disputes with tenants and landlords • negotiate to assist clients with property sales and property management matters
Planning and organising	<ul style="list-style-type: none"> • apply risk management strategies associated with advising clients on property sales and property management options • identify and assess listing opportunities in the context of legislative requirements and agency practice • plan, organise and schedule work-related tasks, such as inspecting properties • identify changes to legislation and regulations affecting agency operations • identify information on key operations of estate agencies in the context of legislative and agency requirements • implement agency procedures and systems to minimise risk to agency

Employability Skills Qualification Summary	
	<ul style="list-style-type: none"> • maintain relevant records of legislation and industry codes of conduct • identify and access source documents for legislation and regulations relevant to the provision of real estate agency services
Self-management	<ul style="list-style-type: none"> • demonstrate a commitment to comply with industry codes of conduct by own personal ethical behaviour • interpret and comply with legislative and agency requirements • understand legislative requirements and verify with relevant people • manage competing work demands • model ethical practice • ensure personal presentation and professional image comply with industry and agency norms • organise own work • source specialist advice in line with agency practice
Learning	<ul style="list-style-type: none"> • apply knowledge of ethical and conduct standards and key principles of consumer protection, equal employment opportunity and privacy in relation to the leasing and management of property • apply knowledge of the process of leasing and managing property • assess personal knowledge and skills in providing real estate services against industry competency standards and other relevant benchmarks to determine continuing training needs and priorities • identify and plan opportunities for continuing training to maintain currency of competence and develop specialist and advanced skills and knowledge in line with agency practice
Technology	<ul style="list-style-type: none"> • access the internet and web pages • apply computing skills to access agency and

Employability Skills Qualification Summary

	<p>resource databases</p> <ul style="list-style-type: none">• send and receive emails and complete standard forms and documents online• use standard software packages
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Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each Employability Skill are representative of the property industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

This table is a summary of Employability Skills that are typical of this qualification and should not be interpreted as definitive.

Packaging Rules

Packaging rules

To achieve recognition at the Certificate IV level, the candidate must demonstrate competency in the five core units, plus nineteen electives (total twenty-four units).

At least ten elective units must be selected from property, sales and management, with the remaining elective units chosen from one or more of the following:

- property sales and management
- specialist
- common.

Up to two of the elective units may be chosen from:

- the Diploma of Property Services (Agency Management)
- any Certificate IV qualification in CPP07 Property Services Training Package
- any Certificate IV qualification in BSB07 Business Services or FNS04 Financial Services Training Package, provided that the units do not duplicate units in CPP07 Property Services Training Package.

All units must contribute to a valid, industry-supported vocational outcome.

Core units

CPPDSM4007A

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

Packaging rules	
CPPDSM4008A	Identify legal and ethical requirements of property sales to complete agency work
CPPDSM4009B	Interpret legislation to complete agency work
CPPDSM4015B	Minimise agency and consumer risk
CPPDSM4080A	Work in the real estate industry
Elective units	
Property sales and management	
CPPDSM3008A	Maintain and protect condition of managed properties
CPPDSM4001A	Act as a buyer's agent
CPPDSM4002A	Apply knowledge of state or territory legislative and regulatory framework to complete agency work
CPPDSM4003A	Appraise property
CPPDSM4004A	Conduct auction
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
CPPDSM4018A	Prepare and present property reports

Packaging rules	
CPPDSM4019A	Prepare for auction and complete sale
CPPDSM4020A	Present at tribunals
CPPDSM4022A	Sell and finalise the sale of property by private treaty
CPPDSM4046A	Manage tenancy disputes
CPPDSM4049A	Implement maintenance plan for managed properties
Specialist	
CPPDSM3017A	Work in the strata/community management sector
CPPDSM4021A	Sell and finalise sale of rural property by private treaty
CPPDSM4023A	Act as a tenant's agent
CPPDSM4029A	Appraise business
CPPDSM4030A	Appraise rural property
CPPDSM4033A	Assess and value goods, chattels, plant and equipment
CPPDSM4034A	Assess and implement strata/community management agreement
CPPDSM4036A	Broker sale of industrial, commercial and retail property
CPPDSM4038A	Conduct goods, chattels or equipment clearing sale or auction
CPPDSM4040A	Contribute to life cycle maintenance strategy
CPPDSM4041A	Contribute to development of a tenancy mix strategy
CPPDSM4043A	Coordinate fit-out of property and facilities
CPPDSM4050A	Lease industrial, commercial and retail property
CPPDSM4051A	Lease rural property
CPPDSM4053A	List business for sale

Packaging rules	
CPPDSM4058A	Monitor service requirements in the property industry
CPPDSM4059A	Monitor space use in the property industry
CPPDSM4060A	Negotiate sale and manage sale to completion or settlement
CPPDSM4061A	Obtain prospects for listing
CPPDSM4062A	Occupy space
CPPDSM4069A	Promote and market listed business
CPPDSM4074A	Select and appoint contractors in the property industry
CPPDSM4078A	Sell rural property by tender
CPPDSM4079A	Work in the business broking sector
Common	
BSBCMM401A	Make a presentation
BSBHRM402A	Recruit, select and induct staff
BSBITS401A	Maintain business technology
BSBLED401A	Develop teams and individuals
BSBRKG304B	Maintain business records
BSBSMB404A	Undertake small business planning
BSBSMB406A	Manage small business finances
BSBWOR402A	Promote team effectiveness
CPPDSM4045A	Facilitate meetings in the property industry
CPPDSM4056A	Manage conflict and disputes in the property industry
CPPDSM4057A	Monitor a safe workplace in the property industry

CPP40407 Certificate IV in Property Services (Stock and Station Agency)

Modification History

Not Applicable

Description

Not Applicable

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Employability Skills Qualification Summary	
Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • apply literacy skills to access and interpret a variety of texts, including leases; prepare general information and papers; prepare formal and informal letters, reports and applications; and complete prescribed forms • apply numeracy skills to calculate and interpret data such as deposits, entitlements and commissions • demonstrate effective communication strategies to establish rapport with clients, determine client needs, provide accurate advice, address client concerns and deal with conflict in line with agency practice • communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities • complete sale or purchase documentation in line with agency practice, ethical standards and legislative requirements and in a timely manner that reflects agreement reached • prepare proposal for sale or purchase of livestock • use verbal communication skills required for face-to-face communication with real estate sellers and buyers • use written communication skills to prepare proposals for clients and complete documentation relating to livestock sale and purchase
Teamwork	<ul style="list-style-type: none"> • determine staff requirements for auction • explain roles and responsibilities of key personnel involved in stock and station agencies in the context of legislative and

Employability Skills Qualification Summary	
	agency requirements
Problem solving	<ul style="list-style-type: none"> • assess risks associated with transport, delivery, drafting and penning of livestock and manage them in line with agency practice • establish encumbrances on livestock to ensure that clear title may be transferred to buyer
Initiative and enterprise	<ul style="list-style-type: none"> • apply written communication skills to prepare proposals for clients and complete documentation relating to livestock sale and purchase • apply negotiation skills to gain commitment to sell or purchase livestock • negotiate in line with agency practice, ethical standards and relevant legislative requirements to reach agreement and close sale
Planning and organising	<ul style="list-style-type: none"> • arrange delivery of livestock to the appropriate buyer in line with buyer or seller instructions following an auction sale, including the preparation of relevant documentation associated with the transportation of livestock • arrange inspection of livestock at a mutually convenient time for seller and buyer
	<ul style="list-style-type: none"> • implement transport arrangements in line with agreed delivery schedule • give the client relevant information on market conditions and selling and buying options to enable the client to decide on sale or purchase options • plan, organise and schedule to undertake work-related tasks, such as arranging livestock inspections • secure deposits and make appropriate arrangements to account for the deposit on subsequent settlement
Self-management	<ul style="list-style-type: none"> • understand and apply agency codes, ethical standards and relevant federal, and state or

Employability Skills Qualification Summary

	<p>territory legislation and regulations in relation to the sale and purchase of livestock</p> <ul style="list-style-type: none">• identify and explain key legislation and regulations relevant to stock and station agency operations, including legislative limitations on agency practice, to ensure compliance with legislative and agency requirements• assess and verify with relevant people personal understanding of legislative requirements• adhere to ethical and conduct standards, including penalties for breaches, to ensure compliance with legislative requirements and industry and agency practice
Learning	<ul style="list-style-type: none">• assess personal knowledge and skills in providing stock and station agency services against industry competency standards and other relevant benchmarks to determine continuing training needs and priorities• apply knowledge of and ability to source and interpret common information on market conditions related to livestock sale and purchase• apply knowledge of the relative advantages and disadvantages of different methods of selling and buying livestock• identify, plan and apply in line with agency practice, opportunities for continuing training to maintain currency of competence and develop specialist and advanced skills and knowledge in relation to stock and station agency operations• understand and apply agency codes, ethical standards and relevant federal, and state or territory legislation and regulations in relation to the sale of livestock
Technology	<ul style="list-style-type: none">• apply computing skills to access agency

Employability Skills Qualification Summary

	databases, send and receive emails, and complete standard forms online
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Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each Employability Skill are representative of the property industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

This table is a summary of Employability Skills that are typical of this qualification and should not be interpreted as definitive.

Packaging Rules

Packaging rules

To achieve recognition at the Certificate IV level, the candidate must demonstrate competency in the twelve core units, plus six units selected from the rural property sales and management units, plus a further three units selected from the common units (total twenty-one units).

One of the three common units may be selected from:

- the Diploma of Property Services (Agency Management)
- any Certificate IV qualification in CPP07 Property Services Training Package
- any Certificate IV qualification in RTE03 Rural Production, BSB07 Business Services or FNS04 Financial Services Training Packages, provided that the units do not duplicate units in CPP07 Property Services Training Package.

All units selected must contribute to a valid, industry-supported vocational outcome.

Core units

CPPDSM4008A	Identify legal and ethical requirements of property sales to complete agency work
CPPDSM4009B	Interpret legislation to complete agency work
CPPDSM4015B	Minimise agency and consumer risk
CPPDSM4021A	Sell and finalise sale of rural property by private treaty
CPPDSM4024A	Advise clients on livestock sale and purchase options

Packaging rules	
CPPDSM4039A	Conduct livestock sale by auction
CPPDSM4052A	List and market rural property for sale or lease
CPPDSM4067A	Plan for and complete sale of rural property by auction
CPPDSM4068A	Prepare livestock for sale at saleyards
CPPDSM4075A	Select livestock for sale
CPPDSM4077A	Sell livestock by private sale
CPPDSM4081A	Work in the stock and station agency sector
Rural property sales and management units	
CPPDSM4001A	Act as a buyer's agent
CPPDSM4005A	Establish and build client-agency relationships
CPPDSM4006A	Establish and manage agency trust accounts
CPPDSM4007A	Identify legal and ethical requirements of property management to complete agency work
CPPDSM4030A	Appraise rural property
CPPDSM4037A	Conduct auction of rural property
CPPDSM4038A	Conduct goods, chattels or equipment clearing sale or auction
CPPDSM4051A	Lease rural property
CPPDSM4073A	Provide rural property management services
CPPDSM4078A	Sell rural property by tender
Common units	
BSBADM409A	Coordinate business resources
BSBCMM401A	Make a presentation

Packaging rules	
BSBFIA402A	Report on financial activity
BSBHRM402A	Recruit, select and induct staff
BSBITS401A	Maintain business technology
BSBLED401A	Develop teams and individuals
BSBRKG304B	Maintain business records
BSBSMB404A	Undertake small business planning
BSBSMB406A	Manage small business finances
BSBWOR402A	Promote team effectiveness
CPPDSM4045A	Facilitate meetings in the property industry
CPPDSM4056A	Manage conflict and disputes in the property industry
CPPDSM4057A	Monitor a safe workplace in the property industry
CPPDSM4072A	Provide leadership in the property industry

CPP40507 Certificate IV in Property Services (Business Broking)

Modification History

Not Applicable

Description

Not Applicable

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Employability Skills Qualification Summary	
Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • apply literacy skills to access and interpret a variety of texts, including legislation, regulations, trust account records and financial reports; prepare general information and papers; prepare formal and informal letters, reports and applications; and complete standard forms • apply numeracy skills to calculate and interpret data contained in trust account records and financial reports • apply reading skills to access and interpret a variety of information relating to appraising a business and relevant information regarding legislative requirements • canvass, clarify and resolve client questions or concerns according to agency and legislative requirements • clarify and assess buyer requirements using appropriate interpersonal communication techniques • communicate with and relate to a range of people from diverse social, economic and cultural backgrounds and with varying physical and mental abilities • communicate with clients to enable the appraisal process and resolve complications • communicate and negotiate with relevant parties and monitor the marketing process to ensure effective marketing of the property occurs • discuss, draft and agree on possible marketing strategies and budgets for the sale of the business and related components • document agreements and distribute relevant documents and information to clients and

Employability Skills Qualification Summary

	<ul style="list-style-type: none">• other relevant internal and external parties• establish appropriate rapport with buyers• identify and complete appropriate documentation• produce and distribute formal documents to reflect agreements made by parties involved in the listing process• review documentation and other reporting requirements for compliance with legislative requirements
Teamwork	<ul style="list-style-type: none">• ensure agency trust accounts comply with legislative requirements by referring to third parties and other professionals• interact with clients and resolve their concerns and issues• participate in professional networks to identify and build relationships with relevant individuals and organisations and to obtain and maintain personal knowledge• relate to people from a range of social, cultural and ethnic backgrounds and of varying physical and mental abilities• use networks to assist in the implementation of promotional activities
Problem solving	<ul style="list-style-type: none">• apply decision making and problem solving skills to analyse and make decisions about agency trust accounts consistent with legislative and ethical requirements• assess the effectiveness of planning and marketing processes to identify possible improvements in future activities• determine profitability of the business and associated components using appropriate appraisal practices according to agency requirements• determine most appropriate marketing methods• discuss and document points of agreement,

Employability Skills Qualification Summary

	<p>and rights and obligations to ensure clarity and to avoid potential misunderstanding and conflict</p> <ul style="list-style-type: none">• interpret and apply financial, legal and procedural requirements• resolve potential negotiation dilemmas, buyer or seller concerns and issues, and conflict arising from sale process• resolve potential marketing dilemmas
Initiative and enterprise	<ul style="list-style-type: none">• apply analytical skills to interpret documents such as legislation, regulations, trust account records and financial reports• analyse business and associated plant and equipment ownership and status, as they relate to listing a business with a brokerage office• analyse sales process, buyer intentions and seller expectations• analyse marketing options and current market trends• identify and access source documents for trust transactions in line with legislative requirements• identify and analyse current market trends and positions and determine best listing options• maximise opportunities for repeat or future business according to agency procedures and requirements• process and analyse market information to assist in making an assessment of the listed business' marketability and viability
Planning and organising	<ul style="list-style-type: none">• access and understand a variety of information relating to listing a business and relevant information regarding legislative requirements and business broking services• collect and evaluate current business financial data to determine financial status according to agency requirements• draft, determine and agree on marketing plans

Employability Skills Qualification Summary

	<p>and budgets for the sale of business and related components</p> <ul style="list-style-type: none">• identify and prepare personnel and resources required to support, promote and market the listed business• obtain and analyse source and occupancy documents according to legislative and agency requirements• obtain information relevant to appraising a business and provide information on the appraisal process and final appraisal• prepare and structure information and documents relating to the negotiation and completion of a sale
Self-management	<ul style="list-style-type: none">• adapt work processes as appropriate to meet the specific needs of the client and other staff• explain and negotiate with client according to agency and legislative requirements and expectations• identify ways to improve performance through seeking feedback from clients and colleagues• interpret and comply with relevant legislative requirements• monitor own performance and identify any personal development needs• plan and implement business broking services and work practices according to client requirements and agency values, legislative requirements and ethical standards• understand mechanisms to obtain and analyse client comments and feedback• understand and respect individual differences• work ethically and professionally with clients, colleagues and external agencies and model and maintain high standards of performance
Learning	<ul style="list-style-type: none">• apply knowledge of agency practice, ethical standards and legislative requirements associated with appraising a business

Employability Skills Qualification Summary	
	<ul style="list-style-type: none"> • apply knowledge of agency practice, ethical standards and legislative requirements for the operation of agency trust accounts • access learning opportunities to extend own personal work competencies to improve service delivery in business broking • identify and implement opportunities for personal development strategies to maintain currency of professional competency in providing effective business broking services • assess against occupational competency standards and other relevant benchmarks personal knowledge and skills in providing business broking services to determine professional development needs and priorities • provide ongoing training of all relevant agency staff to ensure efficient operation of trust accounts, financial and IT systems and compliance with agency practice and legislative requirements
Technology	<ul style="list-style-type: none"> • use business technology to access and organise information according to agency requirements • select and use technology appropriate to task

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each Employability Skill are representative of the property industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

This table is a summary of Employability Skills that are typical of this qualification and should not be interpreted as definitive.

Packaging Rules

Packaging rules

To achieve recognition at the Certificate IV level, the candidate must demonstrate competency in the eight core units, plus four electives (total twelve units).

Packaging rules

The candidate must select three or four electives from the list below.

In cases where three electives are chosen, one further elective must be undertaken from:

- any Certificate IV qualification in CPP07 Property Services Training Package
- any Certificate IV qualification in any other endorsed Training Package.

All units must contribute to a valid, industry-supported vocational outcome.

Core units

CPPDSM4006A	Establish and manage agency trust accounts
CPPDSM4015B	Minimise agency and consumer risk
CPPDSM4029A	Appraise business
CPPDSM4053A	List business for sale
CPPDSM4060A	Negotiate sale and manage sale to completion or settlement
CPPDSM4061A	Obtain prospects for listing
CPPDSM4069A	Promote and market listed business
CPPDSM4079A	Work in the business broking sector

Elective units

BSBADM409A	Coordinate business resources
BSBCMM401A	Make a presentation
BSBCUS401A	Coordinate implementation of customer service strategies
BSBFIA401A	Prepare financial reports
BSBFIA402A	Report on financial activity
BSBITS401A	Maintain business technology
BSBLED401A	Develop teams and individuals
BSBMKG401B	Profile the market

Packaging rules	
BSBMKG402B	Analyse consumer behaviour for specific markets
BSBMKG507A	Interpret market trends and developments
BSBMKG514A	Implement and monitor marketing activities
BSBREL401A	Establish networks
BSBRES401A	Analyse and present research information
BSBSMB401A	Establish legal and risk management requirements of small business
BSBSMB402A	Plan small business finances
BSBSMB403A	Market the small business
BSBSMB404A	Undertake small business planning
BSBSMB405A	Monitor and manage small business operations
BSBSMB406A	Manage small business finances
BSBSMB407A	Manage a small team
BSBWOR402A	Promote team effectiveness

CPP40611 Certificate IV in Property Services (Operations)

Modification History

Revised qualification deemed equivalent.

Update of revised Group A Common and Group B Specialist elective units:

- BSBHRM405A Support the recruitment, selection and induction of staff
- BSBITS401B Maintain business technology
- CPPCMN4013B Operate a sustainable business

Addition of two imported units to Group B Specialist elective units:

- CPCSUS4002A Use building science principles to construct energy efficient buildings
- CPCSUS4003A Maximise energy efficiency through applied trade skills

Description

Not Applicable

Pathways Information

Not Applicable

Licensing/Regulatory Information

This is a licensed occupation. Check with relevant state and territory licensing and regulatory authorities. State and territory jurisdictions may have different regulatory requirements.

Entry Requirements

Not Applicable

Employability Skills Summary

Employability Skill	Industry/enterprise requirements for this qualification include:
<p>Communication</p>	<ul style="list-style-type: none"> • apply communication skills to negotiate client and tenant requirements and access arrangements • apply literacy skills to interpret written and oral information, complete documentation and report findings • apply numeracy skills to analyse customer service data, interpret customer requirements and meet their needs • apply technical skills to prepare contract documentation • assess and clarify customer needs using appropriate communication techniques • establish and agree on communication channels and processes with relevant people according to organisational requirements • develop and maintain documentation to support implementation of OHS policies and procedures • discuss and confirm procurement arrangements, interpret written and oral information, liaise with suppliers and obtain feedback • prepare contract according to contract specifications and in consultation with relevant people using appropriate communication techniques • use communication to monitor effectively the implementation of the procurement process against budget parameters • use effective communication techniques to introduce and monitor change, while providing support to and maintaining relationships with clients and colleagues throughout the change process • use effective observation and active listening

	skills to elicit and interpret verbal and non-verbal information
Teamwork	<ul style="list-style-type: none"> • adhere as a team to control risks and hazards in work area according to organisational requirements • apply interpersonal skills to negotiate repair or maintenance process, relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities, and resolve conflict • determine space lease requirements in consultation with relevant people according to organisational requirements • develop a rapport with customers and relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities • distribute contract to relevant people to check accuracy of information and that contract specifications and requirements are clearly addressed • encourage, value and reward individual and team efforts and contributions according to organisational requirements • implement and monitor consultative processes to ensure all team members have an opportunity to contribute to management of OHS in the workplace • refer health and safety issues to relevant people for resolution according to organisational requirements • seek feedback on suitability of contract from relevant people and recommend improvements to be incorporated into contract where appropriate

<p>Problem solving</p>	<ul style="list-style-type: none"> • apply problem solving skills to manage repair or maintenance problems • identify and negotiate variations to leasing requirements with relevant people and make amendments according to client, legislative and organisational requirements • interpret and comply with financial, legislative and procedural requirements • overcome problems in implementation of change in consultation with relevant people
<p>Initiative and enterprise</p>	<ul style="list-style-type: none"> • apply analytical skills to interpret property plans and lease documentation, analyse and assess lease requirements and terms, and devise retention strategies • research to source site and resource requirements • recognise and report breaches of organisational codes of ethics and practices according to organisational and industry standards and procedures
<p>Planning and organising</p>	<ul style="list-style-type: none"> • access and assess specialist resources and sources of information according to client and organisational requirements • apply organisational skills to maintain assets, manage risk, plan and arrange repair or maintenance work, and schedule and meet time lines and client requirements • apply organisational skills to introduce and monitor change, plan and maintain own professional development, and plan and meet work priorities • apply planning skills to determine short and long-term goals • gather and analyse information to determine market conditions according to organisational requirements • securely store lease records and relevant information according to legislative and organisational requirements • use organisational skills to prepare advice and

	<p>recommendations</p> <ul style="list-style-type: none"> • use organisational filing systems
Self-management	<ul style="list-style-type: none"> • apply reflection skills to differentiate between professional and personal values • identify site access and specific site requirements and make appropriate arrangements according to client, organisational and legislative requirements • identify limitations of work role, responsibility and professional abilities • identify and confirm needs, priorities and expectations of the organisation and owner in delivering services to customers • prepare work order and plan contingencies to ensure client and organisational requirements are met in an efficient and effective manner • use self-evaluation skills to review and assess own work practices systematically in order to identify ways to improve performance or understanding
Learning	<ul style="list-style-type: none"> • address identified OHS training needs in consultation with relevant people according to organisational policies and procedures • apply knowledge of organisational policy and procedures for customer service, including handling customer complaints • apply knowledge of organisation's practices, ethical standards and legislative requirements associated with providing advice to customers and evaluating customer service • coach and mentor to be a positive influence on others and provide support to colleagues • understand organisation's practices, ethical standards and legislative requirements associated with planning and coordinating the repair, maintenance and modification of properties and facilities
Technology	<ul style="list-style-type: none"> • apply technology skills to use financial and assessment software and spreadsheets

	<p>efficiently and to access market information</p> <ul style="list-style-type: none"> • use computing skills to access the internet and web pages, prepare and complete online forms, lodge electronic documents and search online databases • use business equipment and technology to maintain relevant documentation according to applicable OHS, legislative and organisational requirements • use technology skills to organise customer service data, prepare and present information to customers, and prepare reports on improvements to customer service strategies
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Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each Employability Skill are representative of the property industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

This table is a summary of Employability Skills that are typical of this qualification and should not be interpreted as definitive.

Packaging Rules

To achieve recognition at the Certificate IV level, the candidate must demonstrate competency in the eight core units, plus five common electives plus a further five specialist electives (total eighteen units).

Up to two of the common electives may be chosen from:

- either the Certificate III in Property Services (Operations) or the Diploma of Property Services (Asset and Facility Management)
- any Certificate IV qualification in CPP07 Property Services Training Package
- any Certificate IV qualification in any other endorsed Training Package.

All units must contribute to a valid, industry-supported vocational outcome.

Core units

BSBREL401A	Establish networks
CPPDSM4028A	Identify and analyse risks and opportunities in the property

	industry
CPPDSM4044A	Coordinate maintenance and repair of properties and facilities
CPPDSM4047A	Implement and monitor procurement process
CPPDSM4048B	Implement customer service strategies in the property industry
CPPDSM4057A	Monitor a safe workplace in the property industry
CPPDSM4063A	Participate in developing and establishing property or facilities contracts
CPPDSM4072A	Provide leadership in the property industry

Elective units

Group A Common

BSBADM409A	Coordinate business resources
BSBCMM401A	Make a presentation
BSBFIA402A	Report on financial activity
BSBHRM405A	Support the recruitment, selection and induction of staff
BSBITS401B	Maintain business technology
BSBLED401A	Develop teams and individuals
BSBMGT402A	Implement operational plan
BSBMKG413A	Promote products and services
BSBRKG304B	Maintain business records
BSBSMB402A	Plan small business finances

BSBSMB404A	Undertake small business planning
BSBSMB406A	Manage small business finances
BSBSUS301A	Implement and monitor environmentally sustainable work practices
BSBWOR402A	Promote team effectiveness

Group B Specialist

CPCSUS4002A	Use building science principles to construct energy efficient buildings
CPCSUS4003A	Maximise energy efficiency through applied trade skills
CPPCMN4009A	Develop team understanding of and commitment to sustainability
CPPCMN4010A	Cost and quote sustainable product and service provision
CPPCMN4011A	Communicate and market sustainable solutions
CPPCMN4012A	Contribute to sustainable solutions throughout a building's life cycle
CPPCMN4013B	Operate a sustainable business
CPPDSM4006A	Establish and manage agency trust accounts
CPPDSM4025A	Advise on performance of asset
CPPDSM4026A	Analyse property and facility information
CPPDSM4027A	Analyse resource use in building operations
CPPDSM4031A	Arrange lease of space
CPPDSM4032A	Arrange valuation of facilities and assets
CPPDSM4034A	Assess and implement strata/community management agreement

CPPDSM4040A	Contribute to life cycle maintenance strategy
CPPDSM4041A	Contribute to development of a tenancy mix strategy
CPPDSM4042A	Coordinate construction contract
CPPDSM4043A	Coordinate fit-out of property and facilities
CPPDSM4045A	Facilitate meetings in the property industry
CPPDSM4055A	Maintain asset management system
CPPDSM4056A	Manage conflict and disputes in the property industry
CPPDSM4058A	Monitor service requirements in the property industry
CPPDSM4059A	Monitor space use in the property industry
CPPDSM4062A	Occupy space
CPPDSM4064A	Participate in research of property investment
CPPDSM4066A	Plan and coordinate property and facility inspection
CPPDSM4071A	Promote process improvement in the property industry
CPPDSM4074A	Select and appoint contractors in the property industry

CPP40707 Certificate IV in Security and Risk Management

Modification History

Not Applicable

Description

Not Applicable

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Employability Skills Qualification Summary	
Employability Skill	Industry/enterprise requirements for this qualification include the following facets:
Communication	<ul style="list-style-type: none"> • apply literacy skills to: • assess and use workplace information • understand and conform with relevant legislative, regulatory, licensing and organisational policy requirements, codes and standards • interpret plans, designs and specifications, assignment instructions, system and network specifications, charts, and diagrams • process workplace documentation • read and record data and write reports • research and access security information • apply numeracy skills to: • record and interpret statistics • record with accuracy and precision • undertake computations • communicate clearly and assertively while also demonstrating social and cultural sensitivity and respect • discuss vocational issues effectively with colleagues and impart knowledge and ideas through oral, written and visual means • give and receive feedback where appropriate • interpret non-verbal communication effectively • prepare and present reports, tenders, security system schematics and specifications • provide and explain information, including policies and procedures • relay information to others effectively • report and record a range of company information including incidents that cause injury, are dangerous or potentially dangerous,

Employability Skills Qualification Summary

	<p>or are emergencies</p> <ul style="list-style-type: none">• report and record information accurately and write reports• understand meanings of relevant call signs, phonetic alphabet, signals, symbols and codes, and technical terminology• use appropriate interpersonal skills to elicit and clarify information• use negotiation and interactive communication techniques to manage, negotiate and defuse conflict situations
Teamwork	<ul style="list-style-type: none">• apply interpersonal skills including cooperation and flexibility• deploy team members according to operational objectives and back-up support requirements• discuss and evaluate ideas with team to determine viability and compliance with relevant legislation• encourage input from team members and monitor arrangements for team participation• implement procedures to encourage others' contributions to OHS management• maintain effective client and colleague relations• relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities• seek expert advice or assistance where appropriate• show team leadership• support, and often lead, team debate on the application of various improvement processes• understand own and team members' roles and responsibilities• work effectively as part of a team• work with others to resolve workplace conflict

Employability Skills Qualification Summary

Problem solving

- apply complex problem solving techniques
- calculate asset values, quantities, measurements and understand basic statistics
- determine appropriate responses to safety and security risk situations
- diagnose and rectify security system faults
- identify and address any discrepancies between specifications and actual activities
- implement and monitor procedures for identifying hazards and assessing and controlling risks, and implement contingencies
- negotiate and resolve conflict situations

Initiative and enterprise

- adapt responses to changing circumstances
- adapt service to meet client requirements
- apply analytical skills
- design and develop data collection and analysis tools and key performance indicators
- design security system architecture and configuration solutions
- develop criteria to gauge threat levels and risks
- develop system maintenance strategies
- identify opportunities to improve security operations, systems and work processes
- participate in assessing the viability of new ideas and implementing new or improved processes
- present a range of appropriate security options to clients
- understand strategic planning

Planning and organising

- coordinate responses to incidents
- develop risk assessment and system maintenance plans
- estimate and organise equipment and resource requirements for security operations
- gather information to determine and record asset values and gauge threat levels

Employability Skills Qualification Summary	
	<ul style="list-style-type: none"> • manage monitor centres, allocate resources and implement operational plans • plan and implement briefings and debriefings • plan and implement OHS requirements • plan and manage installation of a range of network software and hardware components • plan, document and coordinate resources to manage and review investigations
Self management	<ul style="list-style-type: none"> • adhere to correct OHS practices • apply time management skills • demonstrate ethical and professional behaviour • organise and prioritise own work • prioritise activities
Learning	<ul style="list-style-type: none"> • develop professional development plans, and identify and arrange own and others' professional development • implement and monitor the work group's OHS training needs, organisational OHS procedures and OHS training provision • coach and mentor to be a positive influence on others and provide support to colleagues • promote available learning methods and opportunities for improvement to assist colleagues • train others in the use of equipment • update skills and knowledge to accommodate changes in equipment and operations • update skills and knowledge to accommodate changes in security procedures and operational requirements
Technology	<ul style="list-style-type: none"> • install, program, configure, test, commission and decommission, monitor and maintain a range of networked security equipment and systems • operate, control, monitor, test and maintain a range of advanced security systems and

Employability Skills Qualification Summary	
	equipment <ul style="list-style-type: none"> • understand electrical concepts • use and check a range of tools and equipment • use computers for data entry and understand relevant computer software types and functions

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each Employability Skill are representative of the property industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

This table is a summary of Employability Skills that are typical of this qualification and should not be interpreted as definitive.

Packaging Rules

Packaging rules	
To achieve recognition at the Certificate IV level, the candidate must demonstrate competency in the eleven core units, plus four electives (total fifteen units). Up to two of the required electives may be selected from other qualifications aligned at the Certificate III, IV or Diploma level in this Training Package or from other relevant endorsed Training Package qualifications aligned at the Certificate III, IV or Diploma level (with a maximum of one unit from Certificate III).	
Core units	
BSBWOR401A	Establish effective workplace relationships
BSBWOR402A	Promote team effectiveness
BSBWOR404A	Develop work priorities
CPPSEC4001A	Manage a safe workplace in the security industry
CPPSEC4002A	Implement effective communication techniques
CPPSEC4003A	Advise on security needs
CPPSEC4004A	Monitor and review security operations

Packaging rules	
CPPSEC4005A	Facilitate workplace briefing and debriefing processes
CPPSEC4006A	Assess risks
CPPSEC4007A	Assess threat
CPPSEC4012A	Identify and assess security of assets
Elective units	
BSBADM409A	Coordinate business resources
BSBCUS401A	Coordinate implementation of customer service strategies
BSBFIA402A	Report on financial activity
BSBINN301A	Promote innovation in a team environment
BSBITS401A	Maintain business technology
BSBMGT403A	Implement continuous improvement
BSBSMB401A	Establish legal and risk management requirements of small business
BSBSMB402A	Plan small business finances
CPPSEC4008A	Prepare a detailed tender
CPPSEC4009A	Interpret information from advanced security equipment
CPPSEC4010A	Manage monitoring centres
CPPSEC4011A	Coordinate field staff activity from control room
CPPSEC4013A	Undertake case management of investigations
CPPSEC4014A	Commission and decommission networked security system
CPPSEC4015A	Maintain networked security system
CPPSEC4016A	Install networked security system

Packaging rules	
CPPSEC4017A	Determine security system configurations
CPPSEC4018A	Configure security devices on IT networks
CPPSEC4019A	Identify and diagnose security systems or network fault
CPPSEC4020A	Advise on the application of biometrics
CPPSEC4021A	Prepare standard operating procedures for the use of biometrics technology

CPP40811 Certificate IV in Access Consulting

Modification History

Updating of superseded equivalent imported units in the core and elective lists.

Description

Not Applicable

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Employability Skills Qualification Summary	
Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • displays sensitivity to disability issues • displays empathy when eliciting client needs • uses appropriate techniques to give clear and accurate information to clients • relays information and provides feedback to team members • interprets relevant regulations, legislation and definitions, relevant codes, organisational policies, industry standards, safety signs, financial requirements, plans, drawings and specifications, and project documentation • consults with others to determine terms of reference • researches and prepares a variety of reports, including access audits, and maintains company documentation • is sensitive to individual, social and cultural differences • discusses interpretation and implementation of relevant legislation with appropriate people • prepares and presents a range of documents, including contracts, quotes, briefs, discussion papers, policy documents and action plans • facilitates meetings with a range of audiences and makes public educational presentations • uses effective interpersonal skills and communication techniques to provide advice on fitout, renovations and services • uses active listening skills and appropriate techniques to manage and resolve conflict • prepares and presents evidence suitable for use in legal proceedings
Teamwork	<ul style="list-style-type: none"> • works effectively with others • consults with others to determine team roles

Employability Skills Qualification Summary

	<p>and responsibilities</p> <ul style="list-style-type: none">• supports and encourages team members to accept responsibility for their work and resolve problems• seeks specialist advice and feedback where required• maintains effective working relationships• understands team dynamics and causes of conflict and stress within teams• facilitates meetings
Problem solving	<ul style="list-style-type: none">• assesses environmental barriers and develops appropriate access solutions• negotiates and resolves conflict between clients and stakeholders• seeks satisfactory resolution of issues raised by team members• uses appropriate strategies to identify, mitigate and eliminate risks• uses appropriate strategies and options to address access non-compliance issues and makes suitable recommendations• estimates the cost of service provision
Initiative and enterprise	<ul style="list-style-type: none">• facilitates change for greater awareness to disability access• analyses own work practices and process outcomes critically• engages colleagues and shares disability access knowledge• adapts to new workplace situations
Planning and organising	<ul style="list-style-type: none">• prepares and administers documentation and implements organisational policies and procedures• collects, organises and collates information• contributes to team planning• develops risk management plans, research plans, personal development plans, Disability Discrimination Act action plans

Employability Skills Qualification Summary	
	<ul style="list-style-type: none"> • gathers information and resources necessary to undertake access audits and provides input into strategic policy development • establishes policy and program monitoring and evaluation processes • prepares educational presentations • plans processes needed to achieve renovated building space compliance • coordinates meeting arrangements • prepares evidence for presentation in legal proceedings
Self management	<ul style="list-style-type: none"> • understands limitations of role, responsibilities and abilities and follows ethical practices, regulatory and organisational requirements and business standards • works without supervision • acts as a role model for others • uses feedback to improve own performance • uses personal presentation, manner and language consistent with protocols
Learning	<ul style="list-style-type: none"> • identifies and accesses professional development opportunities • maintains knowledge of current codes, standards, regulations, practices and industry updates
Technology	<ul style="list-style-type: none"> • uses information technology to undertake research, complete business documents, and deliver presentations • calibrates relevant tools and equipment

Due to the high proportion of electives required by this qualification, the detail of the above employability skills is representative of the property services industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements as identified in units of competency that meet packaging guidelines.

This table is a summary of employability skills that are typical of this qualification and should not be interpreted as definitive.

Packaging Rules

Packaging rules	
<p>To achieve this qualification, the candidate must demonstrate competency in:</p> <ul style="list-style-type: none"> • 20 units of competency: <ul style="list-style-type: none"> • 12 core units • 8 elective units. <p>The elective units are chosen as follows:</p> <ul style="list-style-type: none"> • 8 units may be chosen from Group A • 2 of the units may be chosen from Group B or a Diploma qualification in CPP07 or CPC08 or a current state accredited course, provided the integrity of the AQF alignment is ensured, and they contribute to a valid, industry-supported vocational outcome. 	
Core units	
BSBMED301B	Interpret and apply medical terminology appropriately
BSBWOR402A	Promote team effectiveness
CHCPOL403B	Undertake research activities
CPPACC4001A	Apply disability awareness to assessing access situations
CPPACC4002A	Apply building control legislation to assess small-scale buildings for access
CPPACC4004A	Communicate effectively as an access consultant
CPPACC4015A	Follow site occupational health and safety requirements
CPPACC4016A	Manage risk
CPPACC4017A	Prepare access reports
CPPACC4022A	Work effectively as an access consultant
HLTHIR403B	Work effectively with culturally diverse clients and co-workers
PSPREG402C	Promote client compliance
Elective units – Group A	

CPCCCM2001A	Read and interpret plans and specifications
CHCPOL402B	Contribute to policy development
CPPACC4003A	Assess construction plans
CPPACC4005A	Conduct a building access audit
CPPACC4006A	Conduct a playground access audit
CPPACC4007A	Conduct a streetscape access audit
CPPACC4008A	Conduct a transport conveyance and boarding device access audit
CPPACC4009A	Conduct a transport premises access audit
CPPACC4010A	Conduct an aged care facility access audit
CPPACC4011A	Conduct an educational facility access audit
CPPACC4012A	Conduct an outdoor recreation area access audit
CPPACC4013A	Contribute effectively to building development teams
CPPACC4014A	Facilitate the development of Disability Discrimination Act Action Plans
CPPACC4018A	Prepare, deliver and evaluate public education sessions on access
CPPACC4019A	Provide access advice on building fitout
CPPACC4020A	Provide access advice on building renovations
CPPACC4021A	Provide access advice on the provision of services
CPPDSM4045A	Facilitate meetings in the property industry
CPPDSM4056A	Manage conflict and disputes in the property industry
CPPSEC3009A	Prepare and present evidence in court
LMFFT4010B	Identify and calculate production costs
TAEDEL401A	Plan, organise and deliver group-based learning
TAEDEL402A	Plan, organise and facilitate learning in the workplace

TAEDEL403A	Coordinate and facilitate distance-based learning
TAEDES401A	Design and develop learning programs
TAEDES402A	Use training packages and accredited courses to meet client needs
Elective units – Group B	
BSBHRM402A	Recruit, select and induct staff
BSBSMB401A	Establish legal and risk management requirements of small business
BSBSMB402A	Plan small business finances
BSBSMB403A	Market the small business
BSBSMB404A	Undertake small business planning
BSBSMB405A	Monitor and manage small business operations
BSBSMB406A	Manage small business finances
BSBSMB407A	Manage a small team
BSBWRK410A	Implement industrial relations procedures

CPP40911 Certificate IV in Waste Management

Modification History

Not applicable.

Description

This qualification applies to individuals who use well developed skills and a broad knowledge base in a wide variety of waste management contexts. They may be responsible for wide-ranging operational waste management activity and a defined range of unpredictable problems. They may be required to analyse and evaluate information from a variety of sources. They may also be required to provide leadership and guidance and have responsibility for the output of others.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • listen to and understand work instructions, directions and feedback, including communication with contractors • speak clearly and directly to relay information, including to staff • read and interpret workplace related documentation, such as OHS requirements and hazard and risk instructions • write reports and documentation • interpret the needs of clients and staff • apply numeracy skills to workplace requirements involving measuring and counting • establish and use networks • share information with other staff and clients • negotiate responsively, e.g. regarding own work role and conditions • persuade effectively • be appropriately assertive, e.g. in relation to safe or ethical work practices, own work role or issues relating to hazardous waste
Teamwork	<ul style="list-style-type: none"> • work as an individual and a team member • work with diverse individuals and groups • apply knowledge of own role as part of a team • identify and use the strengths of other team members • give feedback, coach and mentor
Problem-solving	<ul style="list-style-type: none"> • develop practical and creative solutions to workplace problems • show independence and initiative in identifying problems • solve problems individually or in teams • use numeracy skills to solve problems, e.g. time management, simple calculations, shift handover, weights and volume measurements • test assumptions and take context into account • listen to and resolve concerns in relation to workplace issues • resolve client concerns relative to workplace responsibilities

	if role has direct client contact
Initiative and enterprise	<ul style="list-style-type: none"> • adapt to new situations • be creative in response to workplace challenges within relevant guidelines and protocols • identify opportunities that might not be obvious to others • generate a range of options in response to workplace matters • implement theoretical ideas • develop innovative solutions • develop a strategic, creative and long-term vision
Planning and organising	<ul style="list-style-type: none"> • collect, analyse and organise information • use organisation's basic business systems for planning and organising • be appropriately resourceful • take initiative and make decisions within workplace role • participate in continuous improvement and planning processes • work within or establish clear work goals and deliverables • determine or apply required resources • allocate people and other resources to tasks and workplace requirements • manage time and priorities • adapt resource allocations to cope with contingencies
Self-management	<ul style="list-style-type: none"> • be self-motivated • articulate own ideas and vision within a team or supervised work context • balance own ideas, values and vision with workplace values and requirements • monitor and evaluate own performance • take responsibility at the appropriate level
Learning	<ul style="list-style-type: none"> • be open to learning new ideas and techniques • learn in a range of settings, including informal learning • participate in ongoing learning • learn in order to accommodate change • learn new skills and techniques • take responsibility for own learning • contribute to the learning of others, for example by sharing information

	<ul style="list-style-type: none">• apply a range of learning approaches• develop own learning pathways• participate in developing own learning plans, e.g. as part of performance management
Technology	<ul style="list-style-type: none">• use technology and related workplace equipment• use basic technology skills to organise data• adapt to new technology skill requirements• apply OHS knowledge when using technology• apply technology as a management tool

Packaging Rules

To achieve this qualification, the candidate must demonstrate competency in:

- 18 units of competency:
- 7 core
- 11 elective units.

The elective units must ensure the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome and are to be chosen as follows:

- a minimum of 4 units from Group A, of which up to 2 may be from the Group A elective units listed in CPP30711 Certificate III in Waste Management or CPP508011 Diploma of Waste Management
- up to 7 units from Group A or Group B
- up to 2 units from Certificate IV qualifications, or a level above or below, in CPP07 or another current Training Package or state-accredited course.

Core units of competency

Unit code	Unit title
CPPCMN4002B	Implement and monitor environmentally sustainable work practices
CPPCMN4004B	Facilitate effective client relationships
CPPCMN4005A	Facilitate effective teamwork
CPPCMN4006A	Facilitate effective workplace relationships
CPPCMN4007A	Manage workplace safety arrangements
CPPWMT4030A	Determine waste management services
CPPWMT4050A	Deliver training in hazard identification and waste emergency responses

Elective units of competency

Group A elective units

Unit code	Unit title
BSBINN301A	Promote innovation in a team environment
CPPWMT4001A	Plan waste audits
CPPWMT4002A	Carry out waste audits
CPPWMT4003A	Review, evaluate and document waste assessment findings
CPPWMT4006A	Organise waste recovery
CPPWMT4007A	Implement waste management plans
CPPWMT4022A	Monitor waste disposal sites
CPPWMT4027A	Select and obtain waste management plant, equipment and materials
CPPWMT4032A	Inform and educate clients on waste management issues
CPPWMT4035A	Undertake waste process audits
CPPWMT4037A	Conduct minor maintenance and repairs on waste processing plant and equipment
CPPWMT4052A	Organise waste management operations
CPPWMT4053A	Conduct and monitor waste management operations
CPPWMT4055A	Develop waste management proposals
CPPWMT4056A	Implement landfill rehabilitation plans
CPPWMT4060A	Apply lean management techniques
CPPWMT4062A	Apply waste avoidance techniques

Group B elective units

Unit code	Unit title
BSBADM504B	Plan or review administrative systems
BSBATSIW416C	Obtain and manage consultancy services
BSBFIA302A	Process payroll
BSBFIA402A	Report on financial activity
BSBHRM401A	Review human resources functions
BSBHRM402A	Recruit, select and induct staff
BSBITB501A	Establish and maintain a workgroup computer network
BSBLED401A	Develop teams and individuals
BSBMGT406A	Plan and monitor continuous improvement
BSBMKG514A	Implement and monitor marketing activities
BSBRSK501A	Manage risk
BSBSLS407A	Identify and plan sales prospects
BSBSLS408A	Present, secure and support sales solutions
CPPPMT3005A	Modify environment to manage pests
TAEASS401A	Plan assessment activities and processes
TAEDEL301A	Provide work skill instruction
TAEDEL401A	Plan, organise and deliver group-based learning
TLID2016A	Load and unload explosives and dangerous goods
TLIF3063A	Administer the implementation of fatigue management strategies

Custom Content Section

Not applicable.

CPP41011 Certificate IV in Cleaning Management

Modification History

Not applicable.

Description

This qualification applies to individuals who use well developed skills and a broad knowledge base in a wide variety of cleaning management contexts. They may be responsible for wide-ranging operational cleaning management activity and are responsible for managing staff, providing quotations, planning and overseeing work and providing customer support.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • listen to, understand and give work instructions, directions and feedback • speak clearly and directly to relay information • negotiate effectively with clients • read and interpret workplace related documentation, such as work instructions, manufacturer specifications and product labels • write reports as required • interpret the needs of team members from clear information and feedback • apply basic numeracy skills to workplace requirements involving measuring and counting • share information with other staff, colleagues, clients and others • communicate with colleagues and supervisors regarding safe work practices and own work role
Teamwork	<ul style="list-style-type: none"> • lead and develop teams • work with diverse individuals and groups • apply knowledge of own role as part of a team and of the roles of all team members • identify and use the strengths of other team members • recruit and manage staff
Problem-solving	<ul style="list-style-type: none"> • develop practical and creative solutions to workplace problems • assess, develop and apply environmentally sustainable solutions • control materials and resources for the work site • prepare quotations • develop appropriate responses to workplace safety matters • show independence and initiative in identifying problems • solve problems individually or in teams • use numeracy skills to solve problems, e.g. time management and simple calculations

	<ul style="list-style-type: none"> • test assumptions and take context into account • listen to and resolve concerns in relation to workplace issues • resolve client concerns relative to workplace responsibilities
Initiative and enterprise	<ul style="list-style-type: none"> • secure new business opportunities • represent the business to clients and others • adapt to new situations • be creative in response to workplace challenges • identify opportunities that might not be obvious to others • generate a range of options in response to workplace matters • translate ideas into action • develop innovative solutions within established guidelines
Planning and organising	<ul style="list-style-type: none"> • collect, analyse and organise information • plan and organise for a safe work site • plan for and organise sustainability strategies within the workplace • be appropriately resourceful • take initiative and make decisions within workplace role and authorised limits • work within and establish clear work goals and deliverables • determine or apply required resources • allocate resources to tasks and workplace requirements • manage time and priorities • adapt resource allocations to cope with contingencies
Self-management	<ul style="list-style-type: none"> • be self-motivated • articulate own ideas and vision • balance own ideas, values and vision with workplace values and requirements • monitor and evaluate own performance • take responsibility at the appropriate level
Learning	<ul style="list-style-type: none"> • be open to learning new ideas and techniques • learn in a range of settings, including informal learning • participate in ongoing learning • learn in order to accommodate change • learn new skills and techniques • take responsibility for own learning • contribute to the learning of others by sharing information • apply a range of learning approaches

	<ul style="list-style-type: none">• participate in developing own learning plans, e.g. as part of performance management
Technology	<ul style="list-style-type: none">• use technology and related workplace equipment• use basic technology skills to organise data• adapt to new technology skill requirements• apply OHS knowledge when using technology• apply technology as a management tool

Packaging Rules

To achieve this qualification, the candidate must demonstrate competency in:

- 13 units of competency:
- 8 core units
- 5 elective units.

The elective units are to be chosen as follows:

- up to 3 units from the elective units listed below
- up to 5 units from units in Certificate IV qualifications in BSB07 Business Services Training Package that are not listed or equivalent to the core units below
- up to 1 unit from a Certificate III qualification in CPP07 Property Services Training Package
- up to 2 units from Certificate IV or Diploma qualifications in CPP07 or another current Training Package or state-accredited course, provided the integrity of the AQF alignment is ensured, and they contribute to a valid, industry-supported vocational outcome.

Core units of competency

Unit code	Unit title
BSBHRM402A	Recruit, select and induct staff
BSBRISK501A	Manage risk
CPPCLO4022A	Organise and monitor cleaning operations
CPPCLO4024A	Control the supply of resources to the work site
CPPCLO4025A	Provide quotation for cleaning services
CPPCMN4004B	Facilitate effective client relationships
CPPCMN4006A	Facilitate effective workplace relationships
CPPCMN4007A	Manage workplace safety arrangements

Elective units of competency

Unit code	Unit title
CPPCMN4001B	Develop workplace policies and procedures for sustainability
CPPCMN4002B	Implement and monitor environmentally sustainable work practices
CPPCMN4005A	Facilitate effective teamwork

Custom Content Section

Not applicable.

CPP41110 Certificate IV in Home Sustainability Assessment

Modification History

Not Applicable

Description

Qualification Notes
<p>This qualification is designed to meet the needs of home sustainability assessors.</p> <p>Potential users of this qualification include home sustainability assessors, enterprises, government agencies and community organisations employing home sustainability assessors, and organisations funding home sustainability programs.</p>

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Employability Skills Qualification Summary	
Employability Skill	Employability Skill
Communication	<ul style="list-style-type: none"> • uses appropriate techniques to give clear and accurate information to clients • relays information and provides feedback to team members • interprets relevant regulations, legislation and definitions, codes, organisational policies, industry standards, safety signs, financial requirements, plans, drawings and specifications, and project documentation • demonstrates awareness of individual, social and cultural differences • researches, prepares and presents a range of documents relating to home sustainability, including contracts, quotes, reports and action plans • uses effective interpersonal skills and communication techniques to provide advice on home sustainability measures • uses active listening skills and appropriate techniques to manage and resolve conflict
Teamwork	<ul style="list-style-type: none"> • develops effective and friendly relationships with clients and users of client facilities • works effectively with others • consults with others to determine individual and team roles and responsibilities • seeks specialist advice and feedback where required • maintains effective working relationships • identifies team dynamics and causes of conflict and stress within teams • facilitates meetings

Employability Skills Qualification Summary

Problem solving

- conducts home sustainability assessments and identifies ways of improving home environmental performance in relation to heating and cooling, energy consumption and water use
- negotiates and resolves conflict between clients and stakeholders
- seeks satisfactory resolution of issues raised by clients
- uses appropriate strategies to identify, mitigate and eliminate risks
- estimates the cost of home sustainability measures

Initiative and enterprise

- promotes adoption of change in householders' sustainability practices
- analyses own work practices and process outcomes critically
- engages colleagues and shares knowledge on home sustainability matters
- adapts to new workplace situations

Planning and organising

- prepares and administers documentation and implements organisational policies and procedures
- collects, organises and collates information
- plans home sustainability assessments within time and cost restraints
- develops risk management plans, personal development plans, home sustainability action plans and reports

Self management

- identifies limitations of role, responsibilities and abilities and follows ethical practices, regulatory and organisational requirements and business standards
- works without supervision
- models sustainable practices

Employability Skills Qualification Summary	
	<ul style="list-style-type: none"> • uses feedback to improve own performance • uses personal presentation, manner and language consistent with industry code of practice • assesses competing demands for work time and identifies and organises tasks to achieve individual, team and enterprise work priorities
Learning	<ul style="list-style-type: none"> • identifies and accesses professional development opportunities • maintains knowledge of current codes, standards, regulations, practices and industry updates • assesses personal strengths and weaknesses in providing home sustainability assessment services against job requirements, industry competency standards and other relevant benchmarks to determine personal development priorities and action where necessary
Technology	<ul style="list-style-type: none"> • uses information technology to undertake research and complete business documents • uses a range of measuring equipment in gathering information relevant to home sustainability assessments • calibrates relevant tools and equipment • uses the functions of energy use calculators • applies general purpose computer software, such as word processing and database packages, to prepare reports • uses the world wide web to access information on sustainability products and services

The detail of the above employability skills is representative of the property services industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements as identified in units of competency that meet packaging guidelines.

This table is a summary of employability skills that are typical of this qualification and should not be interpreted as definitive.

Packaging Rules

Packaging Rules	
To achieve this qualification, the candidate must demonstrate competency in:	
<ul style="list-style-type: none"> • 12 units of competency: • 8 core units • 4 elective units. 	
The elective units are chosen as follows:	
<ul style="list-style-type: none"> • all four electives may be chosen from the elective units below • two of the four elective units may be chosen from other Certificate IV qualifications in CPP07, or another current Training Package or state accredited course, provided the integrity of the AQF alignment is ensured, they contribute to a valid, industry-supported vocational outcome, and they have not been previously chosen • one of the two elective units chosen from outside this qualification may be from either a Certificate III or Diploma qualification in CPP07, ensuring that the industry context of the qualification is maintained. 	

Core units	
CPPCMN4004B	Facilitate effective client relationships
CPPHSA4001A	Assess household energy use
CPPHSA4002A	Assess household waste generation and management
CPPHSA4003A	Assess household water use
CPPHSA4004A	Assess thermal performance of existing residences using non-rating tools and techniques
CPPHSA4005A	Minimise health, safety and security risks when

Core units	
	assessing home sustainability
CPPHSA4006A	Manage own work, professional development and ethical behaviour as a home sustainability assessor
CPPHSA4007A	Promote the adoption of home sustainability practices by residents
Elective units	
CPPCBC4014A	Prepare simple building sketches and drawings
CPPCMN3001B	Participate in environmentally sustainable work practices
CPPCMN3004A	Respond to enquiries and complaints
CPPCMN4008A	Read and extract information from plans, drawings and specifications for residential buildings
CPPHSA4008A	Apply sustainability principles, legislation and information on government programs
CPPHSA4010A	Estimate the cost of home sustainability measures

CPP41212 Certificate IV in NatHERS Assessment

Modification History

Revised qualification deemed equivalent.

Update of revised equivalent Group B elective unit:

- CPPCMN4013B Operate a sustainable business

Description

This qualification is designed to meet the needs of assessors operating under the Nationwide House Energy Rating Scheme (NatHERS).

Potential users of this qualification include NatHERS assessors, enterprises, government agencies, industry regulatory bodies, community organisations, building designers, architects and other building professionals associated with residential building thermal performance.

The qualification will also be used by national assessor accrediting organisations under the Nationwide House Energy Rating Scheme Protocol for Assessor Accrediting Organisations.

Pathways Information

This qualification is suitable for an Australian Apprenticeship pathway.

Licensing/Regulatory Information

Check with relevant state and territory licensing and regulatory authorities. State and territory jurisdictions may have different regulatory requirements.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability skill	Industry/enterprise requirements for this qualification
Communication	<ul style="list-style-type: none"> • uses appropriate techniques to give clear and accurate information to clients • relays information and provides feedback to team members • interprets relevant regulations, legislation and definitions, codes, organisational policies, industry standards, safety signs, financial requirements, plans, drawings, specifications, and project documentation • demonstrates awareness of individual, social and cultural differences • researches, prepares and presents a range of documents relating to NatHERS, including contracts, quotes, reports and action plans • uses effective interpersonal skills and communication techniques to provide advice on ways of enhancing thermal performance of residential buildings • uses active listening skills and appropriate techniques to manage and resolve conflict
Teamwork	<ul style="list-style-type: none"> • develops effective relationships with clients • consults with others to determine individual and team roles and responsibilities • seeks specialist advice and feedback where required • maintains effective work relationships • identifies team dynamics and causes of conflict and stress within teams • facilitates meetings
Problem solving	<ul style="list-style-type: none"> • conducts NatHERS assessments and identifies ways of improving thermal performance of planned and existing residential buildings • negotiates and resolves conflict between clients and stakeholders • seeks satisfactory resolution of issues raised by clients • uses appropriate strategies to identify, mitigate and eliminate risks • estimates the cost of measures designed to improve residential building thermal performance measures
Initiative and enterprise	<ul style="list-style-type: none"> • analyses own work practices and process outcomes critically • engages colleagues and shares knowledge on NatHERS assessment matters • adapts to new workplace situations

Employability skill	Industry/enterprise requirements for this qualification
Planning and organising	<ul style="list-style-type: none"> • prepares and administers documentation and implements organisational policies and procedures • collects, organises and collates information • plans NatHERS assessments within time and cost restraints • develops risk management plans, personal development plans, and reports
Self-management	<ul style="list-style-type: none"> • identifies limitations of role, responsibilities and abilities and follows ethical practices, regulatory and organisational requirements, and business standards • works without supervision • models sustainable practices • uses feedback to improve own performance • uses personal presentation, manner and language consistent with industry code of practice • assesses competing demands for work time and identifies and organises tasks to achieve individual, team and enterprise work priorities
Learning	<ul style="list-style-type: none"> • identifies and accesses professional development opportunities • maintains knowledge of current codes, standards, regulations, practices and industry updates • assesses personal strengths and weaknesses in providing NatHERS assessment services against job requirements, industry competency standards and other relevant benchmarks to determine personal development priorities and action where necessary
Technology	<ul style="list-style-type: none"> • uses information technology to undertake research and complete business documents • uses a range of measuring equipment in gathering information relevant to NatHERS assessments • calibrates relevant tools and equipment • uses NatHERS • applies general purpose computer software, such as word processing and database packages, to prepare reports • uses the internet to access information on residential building thermal performance products and services

The industry/enterprise requirements described above for each employability skill are representative of the property industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

This table is a summary of employability skills that are typical of this qualification and should not be interpreted as definitive.

Packaging Rules

To achieve this qualification, the candidate must demonstrate competency in:

- 17 units of competency:
 - 11 core units
 - 6 elective units.

The elective units must ensure the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome and are to be chosen as follows:

- a minimum of three units must be chosen from Group A
- a maximum of three units may be chosen from Group B
- three of the six units may be chosen from other Certificate IV or Diploma qualifications in CPP07, or another current Training Package or state-accredited course; with it being possible to choose one of those three units also from a Certificate III qualification.

Core units

BSBRSK401A	Identify risk and apply risk management processes
CPPACC4015A	Follow site occupational health and safety requirements
CPPCMN4008A	Read and extract information from plans, drawings and specifications for residential buildings
CPPHSA4011A	Collect information to support NatHERS assessment
CPPHSA4012A	Conduct NatHERS assessment of planned residential buildings
CPPHSA4013A	Conduct NatHERS assessment of existing residential buildings
CPPHSA4014A	Meet regulatory requirements when completing NatHERS assessments
CPPHSA4015A	Assess impact of building elements on thermal performance of

	residential buildings
CPPHSA4016A	Advise on options for enhancing thermal performance of residential buildings
CPPHSA4017A	Cost measures to improve thermal performance of residential buildings
CPPHSA4018A	Manage own work, professional development and ethical behaviour

Elective units

Group A

CPCCB4014A	Prepare simple building sketches and drawings
CPPCMN3001B	Participate in environmentally sustainable work practices
CPPHSA4001A	Assess household energy use
CPPHSA4002A	Assess household waste generation and management
CPPHSA4003A	Assess household water use
CPPHSA4004A	Assess thermal performance of existing residences using non-rating tools and techniques
CPPHSA4008A	Apply sustainability principles, legislation and information on government programs
CPPHSA4019A	Inform clients about thermal performance of residential buildings
CPPHSA4020A	Operate computer systems to support NatHERS assessment
CPPHSA5001A	Assess thermal performance of complex residential buildings

Group B

BSBSMB401A	Establish legal and risk management requirements of small business
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BSBSMB402A	Plan small business finances
BSBSMB403A	Market the small business
BSBSMB404A	Undertake small business planning
CPCCOHS1001A	Work safely in the construction industry
CPPCMN3004A	Respond to enquiries and complaints
CPPCMN4004B	Facilitate effective client relationships
CPPCMN4013B	Operate a sustainable business

Custom Content Section

Not applicable.

CPP41312 Certificate IV in Swimming Pool and Spa Service

Modification History

Version	Comment
1	This version first released with CPP07 Property Services Training Package Version 13.

Description

This qualification provides swimming pool and spa technicians with the competencies required to treat water quality problems as well as service and repair the key components of domestic, commercial and public swimming pools and spas.

The qualification is suitable for an Australian Apprenticeship pathway.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability skill	Industry/enterprise requirements for this qualification
Communication	<ul style="list-style-type: none"> • use appropriate techniques to give clear and accurate information to customers and work colleagues • relay information and provide feedback to team members • interpret relevant regulations, legislation and definitions, codes, organisational policies, industry standards, safety signs, plans, drawings and specifications, and project documentation • demonstrate awareness of individual, social and cultural differences • research, prepare and present a range of documents relating to the servicing, maintenance and repair of swimming pools and spas, including contracts, quotes, reports and action plans • use effective interpersonal skills and communication techniques to provide advice on ways of maintaining and servicing swimming pools and spas • use active listening skills and appropriate techniques to manage and resolve conflict
Teamwork	<ul style="list-style-type: none"> • develop effective relationships with clients • work effectively with others • consult with others to determine individual and team roles and responsibilities • provide specialist advice and feedback where required • maintain effective work relationships • identify team dynamics and causes of conflict and stress within teams
Problem solving	<ul style="list-style-type: none"> • apply logical processes, including the application of basic principles, system knowledge and experience, to ensure efficient and accurate troubleshooting of faults in swimming pools and spas • identify from first principles faults beyond available maintenance data for key swimming pool and spa systems • seek satisfactory resolution of issues raised by clients • use appropriate strategies to identify, mitigate and eliminate risks • estimate the cost of measures associated with the maintenance and servicing of swimming pools and spas
Initiative and enterprise	<ul style="list-style-type: none"> • analyse own work practices and process outcomes critically • engage colleagues and share knowledge on the servicing,

Employability skill	Industry/enterprise requirements for this qualification
	<p data-bbox="512 349 1385 383">maintenance and repair of components of swimming pools and spas</p> <ul data-bbox="464 398 1385 562" style="list-style-type: none"> <li data-bbox="464 398 951 432">• adapt to new workplace situations <li data-bbox="464 448 1385 562">• apply sustainability principles to work preparation and application to ensure efficient use of resources and minimise the environmental impact of work activities
Planning and organising	<ul data-bbox="464 584 1358 931" style="list-style-type: none"> <li data-bbox="464 584 967 618">• plan and coordinate work activities <li data-bbox="464 633 1206 707">• prepare and administer documentation and implement organisational policies and procedures <li data-bbox="464 723 1031 757">• collect, organise and collate information <li data-bbox="464 772 1350 846">• plan servicing, repair and maintenance activities within time and cost restraints <li data-bbox="464 862 1358 931">• develop risk management plans, personal development plans, and reports
Self-management	<ul data-bbox="464 954 1374 1391" style="list-style-type: none"> <li data-bbox="464 954 1374 1072">• identify limitations of role, responsibilities and abilities and follow ethical practices, regulatory and organisational requirements and business standards <li data-bbox="464 1088 839 1122">• work without supervision <li data-bbox="464 1137 871 1171">• model sustainable practices <li data-bbox="464 1187 1062 1220">• use feedback to improve own performance <li data-bbox="464 1236 1334 1310">• use personal presentation, manner and language consistent with industry code of practice <li data-bbox="464 1326 1374 1391">• assess competing demands for work time and identify and organise tasks to achieve individual, team and enterprise work priorities
Learning	<ul data-bbox="464 1413 1358 1749" style="list-style-type: none"> <li data-bbox="464 1413 1270 1447">• identify and access professional development opportunities <li data-bbox="464 1462 1278 1536">• maintain knowledge of current codes of practice, standards, regulations, practices and industry updates <li data-bbox="464 1552 1358 1749">• assess personal strengths and weaknesses in providing swimming pool and spa maintenance and repair services against job requirements, industry competency standards and other relevant benchmarks to determine personal development priorities and action where necessary
Technology	<ul data-bbox="464 1771 1382 1973" style="list-style-type: none"> <li data-bbox="464 1771 1350 1890">• apply a range of manual and electronic tools and items of equipment in identifying and assessing faults in swimming pools and spas and their components <li data-bbox="464 1906 1382 1973">• use and interpret the output of a range of manual and electronic measuring instruments in monitoring and maintaining water quality

Employability skill	Industry/enterprise requirements for this qualification
	<ul style="list-style-type: none"> • use information technology to undertake research and complete business processes • calibrate relevant tools and equipment • apply general purpose computer software, such as word processing and database packages, to prepare reports • apply global positioning systems (GPS) to locate and plan routes between designated work sites • use the world wide web to access information on swimming pool and spa products and services

The detail of the above employability skills is representative of the property services industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements as identified in units of competency that meet packaging guidelines.

This table is a summary of employability skills that are typical of this qualification and should not be interpreted as definitive.

Packaging Rules

To achieve this qualification, the candidate must demonstrate competency in:

- 20 units of competency:
 - 12 core units
 - 8 elective units.

The elective units must ensure the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome and are to be chosen as follows:

- all eight may be chosen from the elective units listed below
- up to three units may be chosen from other Certificate III, Certificate IV or Diploma qualifications in CPP07, or another current Training Package or accredited course, provided they have not been previously chosen.

Core units

BSBRSK401A	Identify risk and apply risk management processes
CPPACC4015A	Follow site occupational health and safety requirements
CPPSPS3012A	Read and apply information from swimming pool and spa technical manuals
CPPSPS4001A	Assess and treat water problems in swimming pools and spas
CPPSPS4002A	Install, service and repair swimming pool and spa circulation and filtration systems
CPPSPS4003A	Install, service and repair swimming pool and spa dosing systems
CPPSPS4004A	Install, service and repair swimming pool and spa cleaning and vacuuming systems
CPPSPS4009A	Estimate cost of swimming pool and spa products and services
CPPSPS4010A	Manage own role as a swimming pool and spa technician
CPPSPS4011A	Comply with regulatory requirements for swimming pool and spa servicing
SISCAQU201A	Monitor pool water quality
SISCAQU304A	Maintain pool water quality

Elective units

CPCCCM2010A	Work safely at heights
CPCCOHS2001A	Apply OHS requirements, policies and procedures in the construction industry
CPPCMN3004A	Respond to enquiries and complaints
CPPSPS3010A	Sell swimming pool and spa products and services
CPPCMN4002B	Implement and monitor environmentally sustainable work practices

CPPCMN4004B	Facilitate effective client relationships
CPPSPS3011A	Use and maintain business technology related to swimming pool and spa servicing
CPPSPS4005A	Install, service and repair swimming pool and spa heating systems
CPPSPS4006A	Install, service and repair low voltage swimming pool and spa lighting systems
CPPSPS4007A	Inspect, service and repair aquatic facility plant and equipment
CPPSPS4008A	Install, service and repair spas
CPPSPS4012A	Design, install and service automated systems for swimming pools and spas
CPPSPS4013A	Establish maintenance plans for swimming pools and spas
CPPSPS4014A	Drain and acid wash swimming pools and spas
CPPSPS4015A	Maintain spa water quality
CPPSPS4016A	Advise on swimming pool and spa products and services
CPPSPS4017A	Detect leaks in swimming pools and spas
HLTFA311A	Apply first aid
NWP277A	Work safely with liquefied chlorine gas
RIIOHS202A	Enter and work in confined spaces
SISCAQU303A	Operate aquatic facility plant and equipment
SISCAQU305A	Implement aquatic facility plant and equipment maintenance program
SISCAQU415A	Develop aquatic facility maintenance procedures

Custom Content Section

Not applicable.

CPP50112 Diploma of Surveying

Modification History

Changed outcome for all native CPP07 core units. Native and imported elective units updated.

Description

Qualification requirements

This qualification applies to those who provide guidance in surveying activity. They analyse, design and execute judgements using wide-ranging technical, creative and conceptual competencies. Their knowledge base may be highly specialised or broad within the surveying field and they may be responsible for group outcomes.

This qualification is suitable for an Australian Apprenticeship pathway.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability skill	Industry/enterprise requirements for this qualification include the following facets:
Communication	<ul style="list-style-type: none"> • discuss vocational issues effectively with colleagues • impart knowledge and ideas through oral, written and visual means • apply literacy skills to: <ul style="list-style-type: none"> • assess and use workplace information • locate and interpret legislation and other written documentation • prepare and manage documentation and information flow • read and write key performance reports, including technical reports • research and evaluate (high level) in order to source surveying or spatial information services (SSIS) educational information • document project objectives, deliverables, constraints, principal work activities and equipment requirements according to spatial data specifications and client requirements • implement and maintain agreed communication processes between project members, clients and other stakeholders • complete required documentation promptly, accurately and according to organisational guidelines • implement and apply agreed communication processes between project members, clients and other stakeholders
Teamwork	<ul style="list-style-type: none"> • relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities • present project specifications to relevant personnel • inform relevant personnel of the results according to organisational guidelines
Problem solving	<ul style="list-style-type: none"> • evaluate spatial information to apply knowledge to plan future collection requirements • scope spatial data acquisition requirements • analyse client instructions to determine specific needs and spatial data requirements • evaluate available collection options • research and adhere to pertinent legal and statutory standards • create, extract and output information from engineering plans • spatial skills to: <ul style="list-style-type: none"> • understand the holistic implications of height, depth, breadth, dimension, direction and position to actual operational activity and virtual representation

Employability skill	<p>Industry/enterprise requirements for this qualification include the following facets:</p> <ul style="list-style-type: none"> • exercise precision and accuracy in relation to surveying • solve complex problems relating to height, depth, breadth, dimension, direction and position in actual operational activity and virtual representation • design and interpret technical documentation
Initiative and enterprise	<ul style="list-style-type: none"> • select preferred option on the basis of client needs and organisational capability and priorities • develop spatial data collection and validation plan • create survey drawings using suitable software
Planning and organising	<ul style="list-style-type: none"> • plan spatial data collection and validation • plan the processes and procedures involved in undertaking field surveys, including access, layout, development and provision of services, according to organisational and OHS guidelines • organise resources for survey operations • prepare computer-aided design environment • implement project management mechanisms to measure, record and report progress of activities in relation to the agreed schedule and plans • archive spatial data according to project specifications
Self-management	<ul style="list-style-type: none"> • delegate duties • prioritise activities • adhere to OHS requirements throughout the conduct of design and drawing procedures
Learning	<ul style="list-style-type: none"> • train others in spatial precision techniques • update skills and knowledge to accommodate changes in operating environment and equipment • apply knowledge of terminology and nomenclature applicable to surveying
Technology	<ul style="list-style-type: none"> • use a computer (high technical user level) to develop business documentation • create survey drawings using suitable software • conduct operational elements of surveying operations • understand and apply high-level, relevant engineering-related tasks and associated computations

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the property industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

This table is a summary of employability skills that are typical of this qualification and should not be interpreted as definitive.

Packaging Rules

To achieve this qualification, the candidate must demonstrate competency in:

- 16 units of competency:
 - 7 core units
 - 9 elective units.

The elective units must ensure the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome and are to be chosen as follows:

- up to 9 units from the elective units listed below
- up to 2 units may be chosen from Certificate IV, Diploma or Advanced Diploma qualifications in CPP07 or another current Training Package or accredited course.

Core units

CPPSIS5031A	Plan spatial data collection and validation
CPPSIS5047A	Conduct an advanced GNSS data collection and set out survey
CPPSIS5048A	Conduct an engineering survey
CPPSIS5050A	Create engineering drawings
CPPSIS5053A	Perform advanced surveying computations
CPPSIS5054A	Perform geodetic surveying computations
CPPSIS5058A	Conduct geodetic surveying

Elective units

AHCLPW404A	Produce maps for land management purposes
BSBOHS509A	Ensure a safe workplace
CPCCSV5007A	Undertake site surveys and set-out procedures for building projects
CPPCMN4002B	Implement and monitor environmentally sustainable work practices
CPPSIS4038A	Prepare and present GIS data
CPPSIS5033A	Implement a spatial information services project plan
CPPSIS5037A	Maintain complex spatial data systems
CPPSIS5040A	Collate and interpret spatial data
CPPSIS5043A	Design a spatial data storage system
CPPSIS5044A	Develop a subdivision survey design for local government approval
CPPSIS5045A	Undertake spatial process improvement to reduce costs and improve service
CPPSIS5046A	Design a stormwater system
CPPSIS5049A	Conduct an engineering surveying project
CPPSIS5051A	Apply land and planning law to surveying
CPPSIS5052A	Integrate surveying datasets
CPPSIS5055A	Plan and conduct major survey expeditions
CPPSIS5056A	Design road and railway
CPPSIS5057A	Carry out a precision survey
CPPSIS5059A	Determine suitable information sources to create new spatial datasets
CPPSIS5060A	Use complex spreadsheets for spatial information
CPPSIS5061A	Locate underground services in surveying practice
CPPSIS5064A	Manipulate and analyse GIS data
CPPSIS6021A	Conduct open mine pit surveying
CPPSIS6022A	Create mine drawings

CPPSIS6033A	Conduct underground mine surveying
PSPLAND308A	Compile and check survey plans
RIIMEX405A	Apply and monitor systems and methods of surface coal mining
RIIRIS401A	Apply site risk management system

Custom Content Section

Not applicable.