Unit of Competency

CPPSCM4056 Manage conflicts and disputes in strata community management

Modification history

Release	Comments
1	Supersedes and is not equivalent to CPPDSM4056 Manage conflicts and disputes in the property industry. Unit updated to reflect specific strata community management requirements. This version first released with CPP Property Services Training Package Release 15.0.

Application

This unit of competency specifies the skills and knowledge required to manage and resolve conflicts and disputes in strata communities. It includes assessing conflict or dispute situations following regulatory requirements, negotiating resolution and evaluating the response. It also includes assisting in preparations for tribunal hearings.

This unit is suitable for strata community managers who apply a broad range of skills and knowledge to complete routine and non-routine tasks and deal with predictable and sometimes unpredictable problems. Strata community managers may also be known as strata managers, owners corporation managers or body corporate managers depending on the jurisdiction of operation.

Licensing, legislative, regulatory or certification requirements apply to strata community management in some states and territories. For further information, check with the relevant regulatory authority.

Prerequisite Unit

None.

Unit Sector

Strata Community Management.

Elements and Performance Criteria

1. Assess conflict or dispute.	1.1 Consult with relevant persons to identify causes of conflict or dispute and clarify whether the issue is a strata community matter. 1.2 Use effective communication, observation and active listening skills to elicit and interpret oral and non-verbal information and to ensure an accurate exchange of information. 1.3 Identify regulatory requirements for strata community dispute resolution in the jurisdiction of operation. 1.4 Evaluate conflict or dispute response options to prevent escalation and select response to ensure compliance with regulatory and workplace requirements. 1.5 Identify situations requiring specialist advice and seek assistance as required to ensure effective dispute resolution in compliance with workplace requirements. 1.6 Document assessment findings including causes of conflict or dispute and areas of agreement and disagreement according to

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	workplace requirements.
2. Negotiate to resolve conflict or dispute.	2.1 Arrange grievance meeting with parties in dispute and use negotiation techniques to assist resolution of strata community conflict or dispute according to regulatory and workplace requirements. 2.2 Communicate with parties to the conflict or dispute in a courteous manner that reflects sensitivity to individual, social and cultural differences. 2.3 Use negotiation techniques to maintain positive interaction and divert and minimise aggressive behaviour. 2.4 Identify and clarify relevant contradictions, ambiguity, uncertainty or misunderstandings. 2.5 Identify factors that might impact the safety or security of self, others or property and implement appropriate contingency measures according to regulatory and workplace requirements.
3. Document and evaluate conflict or dispute response.	3.1 Document details of conflict or dispute in a concise, logical and factual format suitable for use in tribunal hearings. 3.2 Report to the strata community committee details of the conflict or dispute and response procedures implemented according to regulatory and workplace requirements. 3.3 Evaluate response to conflict or dispute in consultation with relevant persons, providing accurate and concise incident observations. 3.4 Securely store all documentation associated with strata community conflict or dispute according to regulatory and workplace requirements.
4. Assist preparations for tribunal hearing.	4.1 Assist preparation of documentation required for application to relevant tribunal in consultation with relevant persons. 4.2 Identify situations requiring specialist advice and seek assistance as required to prepare for tribunal hearing. 4.3 Report tribunal hearing information to the strata community committee according to regulatory requirements. 4.4 Securely store tribunal hearing documentation according to regulatory and workplace requirements.

Foundation skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is not equivalent to CPPDSM4056 Manage conflicts and disputes in the property industry

Links

The Companion Volume Implementation Guide for the CPP Property Services Training Package is available at: https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

Assessment Requirements for CPPSCM4056 Manage conflicts and disputes in strata community management

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Performance Evidence

To demonstrate competency, a candidate must meet the elements and performance criteria of this unit to:

- manage two of the following different conflicts or disputes in a strata community management context, one of which must involve receipt of a formal written complaint:
    - a person under the influence of intoxicating substances
    - a person with criminal intent
    - breakdown of communication
    - change of economic and commercial circumstances
    - differing legal concepts and changes in law
    - differing views of underlying facts
    - impact of third parties and force majeure
    - refusal to comply with strata community committee decisions
    - refusal to pay for levies, costs or services
    - situation affecting the safety and security of self, others or property
    - smoking or smoke drift
    - use of common property parking
- assist preparations for one tribunal hearing related to a strata community conflict or dispute.

Knowledge Evidence

To be competent in this unit, a candidate must demonstrate knowledge of:

- compliance requirements of legislation and regulations relevant to managing conflicts and disputes in strata community management in the jurisdiction of operation:
    - civil liability
    - equal opportunity, anti-discrimination and disability discrimination
    - fair trading and consumer protection
    - privacy
    - records management
    - work health and safety (WHS)
- conflict or dispute-resolution techniques and procedures and dispute resolution requirements of strata community agreements
- contingency measures that can be used to ensure the safety and security of self, others and property when managing conflicts or disputes:
    - arbitration
    - counselling

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    - cultural support
    - defusing strategies
    - intervention
    - legal action
    - mediation
    - security
    - selecting alternative actions that may require use of force, within legally permissible limits
    - specialists and experts
- interpersonal communication strategies and techniques used to effectively relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and cognitive abilities:
    - active listening
    - clear and simple writing
    - giving full attention
    - maintaining eye contact
    - non-verbal communication, including body language and personal presentation
    - speaking clearly and concisely
    - using appropriate language and tone of voice
    - using open and closed questions
- limitations of own work role, responsibilities and abilities
- negotiation techniques:
    - control of tone of voice and body language
    - demonstrating flexibility and willingness to negotiate
    - using positive, confident and cooperative language
    - using clear presentation of options and consequences
    - using language and concepts appropriate to the people involved
    - using strategic questioning and listening to gather information and direct the focus of people involved
    - using summarising of positions and agreements to move understanding
- potential causes of conflicts and disputes in strata community management
- tribunal hearing preparations:
    - instructing legal services
    - preparing for attendance
    - role of tribunals in strata community-related hearings
- workplace requirements for managing conflicts and disputes in strata community management:
    - format and structure used when documenting strata community conflicts and disputes
    - systems for storing information and documentation related to conflicts, disputes and tribunal hearings.

Assessment Conditions

Assessors must meet the requirements for assessors contained in the Standards for Registered Training Organisations.

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Assessment must be conducted in the workplace or a simulated workplace using realistic conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.

Candidates must have access to documentation, information and technologies required to achieve the performance criteria and performance evidence.

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