## Unit of Competency

## CPPSCM4082 Provide services to owners and occupiers in strata communities

**Modification history**

| Release | Comments |
|---|---|
| 1 | Supersedes and is equivalent to CPPDSM4082 Monitor service requirements of owners and occupiers in strata communities. Unit title changed to better reflect outcome. 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 provide services to owners and occupiers in strata communities. It includes identifying and addressing service needs, monitoring service provision against the strata community management agreement and budget, gathering information and feedback to identify service improvements, reporting the results to the strata community committee.

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

| | |
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| 1. Identify and address service requirements of owners and occupiers. | 1.1 Establish professional relationships with owners and occupiers to encourage accurate and relevant information exchange.<br>1.2 Establish communication protocols and points of contact for owners and occupiers with strata manager according to workplace requirements.<br>1.3 Receive and prioritise service requests from owners and occupiers according to regulatory and workplace requirements.<br>1.4 Review strata community management agreement and seek required authorisation to action service request according to regulatory and workplace requirements.<br>1.5 Identify potential risks related to service requests and seek assistance from relevant persons as required according to regulatory and workplace requirements.<br>1.6 Identify factors likely to impact quality of service provision and promptly convey relevant information to owners and occupiers to maintain service relationship. |

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| | 1.7 Document service requests detailing time, location, nature of service and actions taken. |
| 2. Monitor and review service provision. | 2.1 Routinely collect and analyse qualitative and quantitative data and feedback on service provision from owners and occupiers.<br>2.2 Apply calculations to interpret data and monitor service provision to ensure compliance with strata community management agreement and budget.<br>2.3 Identify and document service non-conformances, quality issues and improvements according to workplace requirements. |
| 3. Report on service provision. | 3.1 Prepare documented report on service provision for presentation to strata community committee according to regulatory and workplace requirements.<br>3.2 Discuss report with strata community committee to review service provision, respond to questions and note service improvements to be actioned.<br>3.3 Securely store service report and associated 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 equivalent to CPPDSM4082 Monitor service requirements of owners and occupiers in strata communities

## 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

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## Assessment Requirements for CPPSCM4082 Provide services to owners and occupiers in strata communities

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### Performance Evidence

To demonstrate competency, a candidate must meet the elements and performance criteria of this unit to identify, monitor and report on service provision to owners and occupiers in one strata community. In doing this, the candidate must respond to three different service requests:

- one request that falls within the terms of the strata community management agreement
- one request that varies from the terms of the strata community management agreement
- one request that requires authorisation to proceed.

### Knowledge Evidence

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

- common areas of non-compliance and quality issues in relation to the provision of services to strata communities
- compliance requirements of legislation and regulations relevant to providing strata community management services in the jurisdiction of operation:
    - civil liability
    - equal opportunity, anti-discrimination and disability discrimination
    - fair trading and consumer protection
    - financial probity
    - privacy
    - records management
    - work health and safety (WHS)
- format and purpose of strata community management agreements in relation to service provision
- 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
- risk identification and management relevant to service provision
- strata community management:
    - types of services offered to owners and occupiers in strata communities
    - requirements to report on service provision to strata communities
    - role of strata community committees in monitoring services provided by strata community managers
- techniques for gathering and analysing qualitative and quantitative data on service provision
- workplace requirements for providing services to owners and occupiers in strata communities:
    - content and format of service reports

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- ethical conduct
- systems for storing information and documentation.

### Assessment Conditions

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

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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