Unit of Competency

CPPSCM4044 Coordinate repair and maintenance of strata community property and facilities

Modification history

Release	Comments
1	Supersedes and is equivalent to CPPDSM4044 Coordinate maintenance and repair of properties and facilities. Minor change to title and 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 coordinate the repair and maintenance of strata community property and facilities. It includes planning and organising repair or maintenance activities, preparing work orders, monitoring and inspecting work to ensure compliance with work orders and reporting the outcomes.

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. Plan repair or maintenance work.	1.1 Identify need for repair or maintenance of strata community property or facilities and clarify requirements in consultation with relevant persons. 1.2 Identify specific site requirements for access and repair or maintenance work and make appropriate arrangements to comply with regulatory and workplace requirements. 1.3 Identify scope of work to be completed and procure quotations according to strata community committee directions, regulatory and workplace requirements. 1.4 Prepare documented work order that includes accepted costs, work schedules, risk management strategies and planned contingencies according to regulatory and workplace requirements. 1.5 Communicate planned repair or maintenance activities and timelines to relevant persons to comply with strata community committee, regulatory and workplace requirements.

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2. Organise and monitor repair or maintenance work.	2.1 Organise repair or maintenance work according to work order and workplace requirements. 2.2 Monitor repair or maintenance activities against work schedules to ensure completion with designated timelines. 2.3 Identify factors affecting the achievement of scheduled work and negotiate and agree required variations in consultation with strata community committee. 2.4 Identify situations requiring specialist advice and seek assistance as required to ensure repair or maintenance work is completed efficiently and effectively.
3. Confirm completed repair or maintenance work and complete documentation.	3.1 Receive notification of completed repair or maintenance work and check compliance with work order, regulatory and workplace requirements. 3.2 Confirm with relevant persons that completed repair or maintenance work complies with work order and arrange prompt remedial services where problems are identified. 3.3 Authorise payment of invoice for repair or maintenance work according to strata community committee directions and workplace requirements. 3.4 Complete and securely store repair or maintenance 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 CPPDSM4044 Coordinate maintenance and repair of properties and facilities

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 CPPSCM4044 Coordinate repair and maintenance of strata community property and facilities

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Performance Evidence

To demonstrate competency, a candidate must meet the elements and performance criteria of this unit to coordinate the following repairs and maintenance of strata community property or facilities:

- an emergency repair to an item of common property
- a routine repair to an item of common property
- ongoing maintenance related to common property
- maintenance of a building element or system related to a long-term maintenance plan.

Knowledge Evidence

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

- common hazards to people and property associated with repairs and maintenance to strata community property or facilities
- compliance requirements of legislation, regulations, codes and Australian standards relevant to the repair and maintenance of strata community property and facilities in the jurisdiction of operation:
    - civil liability
    - environmental protection (sustainability)
    - equal opportunity, anti-discrimination and disability discrimination
    - fair trading and consumer protection
    - financial probity
    - National Construction Code (NCC)
    - privacy
    - records management
    - work health and safety (WHS)
- impact on strata community of loss of shared amenities or services
- 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
- limitations of own work role, responsibilities and professional abilities
- maintenance and service intervals and requirements for strata community property and facilities
- purpose and contents of work orders for the repair and maintenance of strata community property and facilities and strategies for minimising risks to the instructing party
- risk management to identify risks associated with maintenance and repair activities and apply suitable risk control measures

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- typical building defects, repairs and maintenance associated with strata community property or facilities
- workplace requirements for repairing and maintaining strata community property and facilities:
    - checking invoices and authorising payment
    - systems for storing information and documentation
    - WHS.

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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