Unit of Competency

CPPSCM4034 Implement strata community management agreement

Modification history

Release	Comments
1	Supersedes and is equivalent to CPPDSM4034 Negotiate and implement strata community management agreement. 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 effectively implement a strata community management agreement. It includes negotiating and agreeing the requirements of the community management agreement, monitoring, reviewing and reporting on its operation and terminating the agreement.

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. Determine functions and obligations of strata community manager and strata community.	1.1 Identify regulatory, ethical and procedural requirements relevant to consumer contracts and strata community management services. 1.2 Identify and establish terms of strata community agreement and contractual arrangements for termination according to regulatory requirements. 1.3 Identify and comply with registration or licencing requirements in jurisdiction of operation. 1.4 Identify strata community and strata community manager functions and obligations. 1.5 Establish record management system according to regulatory requirements. 1.6 Identify regulatory limits to engage a strata community management company. 1.7 Identify requirements for appointing and terminating the strata community manager. 1.8 Identify execution procedures for strata community

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		management agreement to comply with regulatory requirements.
2. Negotiate and agree requirements of strata community management agreement.	2.1	Negotiate and document agreed strata community and manager functions and obligations, management fees and services.
	2.2	Negotiate and document agreed additional services according to strata community management agreement and budget allocations.
	2.3	Consult with relevant persons to identify conflicts of interest and agreed management strategies.
	2.4	Review strata community management agreement to establish obligations, disclosures, service and termination arrangements to comply with minimum regulatory requirements.
	2.5	Identify and record delegations in consultation with relevant persons.
3. Monitor strata community management agreement.	3.1	Apply correct execution procedures for strata community management agreement according to regulatory requirements.
	3.2	Monitor implementation processes to ensure compliance with strata community management agreement.
	3.3	Maintain record management system according to strata community management agreement and regulatory requirements.
4. Review and report on operation of strata community management agreement.	4.1	Review strata community management agreement implementation processes and outcomes to identify recommendations for improvement.
	4.2	Prepare report on the operation of the strata community management agreement and distribute to strata community according to workplace and regulatory requirements.
	4.3	Update strata community management agreement to incorporate review outcomes.
5. Terminate strata community management agreement and handover strata community records.	5.1	Terminate strata community management agreement in compliance with contractual arrangements for termination, regulatory, ethical and workplace requirements.
	5.2	Prepare strata community records in an appropriate format for handover according to workplace requirements.
	5.3	Identify and implement procedures to transfer strata community funds according to regulatory 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 CPPDSM4034 Negotiate and implement strata community management agreement

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 CPPSCM4034 Implement strata community management agreement

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Performance Evidence

To demonstrate competency, a candidate must meet the elements and performance criteria of this unit to implement one strata community management agreement.

Knowledge Evidence

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

- compliance requirements of legislation and regulations relevant to the implementation of strata community management agreements in the jurisdiction of operation:
    - consumer law
    - contract law
    - equal opportunity, anti-discrimination and disability discrimination
    - fair trading and consumer protection
    - financial probity
    - privacy
    - records management
    - requirements to provide performance reports
    - work health and safety (WHS)
- correct execution procedures for strata community management agreements
- 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
- key principles of business, agency and tort law
- limitations of own work role, responsibilities and abilities
- processes for resolving disputes and terminating strata community management agreements
- processes for reviewing contract performance against functions and obligations specified in strata community management agreements
- social and ethical practices and business standards relating to the implementation of strata community management agreements
- workplace requirements for implementing strata community management agreements:
    - content and format of strata community management agreements
    - quality and format of records to be handed over on termination of strata community management agreements
    - records management systems.

Assessment Conditions

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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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