



Australian  
Industry and  
Skills Committee

# STRATA COMMUNITY MANAGEMENT

Case for Endorsement

Name of allocated IRC(s): Property Services  
Name of the SSO: Artibus Innovation

## 1. Administrative details of the Case for Endorsement

*Refer to **Attachment A** for the title and code for each of the training package components that are submitted for approval, and an indication of whether these are updated (including equivalence or non-equivalence status), new or deleted products*

### 1.1 Case for Change details

Case for Change was approved by the AISC 13 October 2020.

**Artibus/TPD/2020-21/002** Activity Order:

- Update CPP40516 - Certificate IV in Strata Community Management
- Delete CPP30416 - Certificate III in Strata Community Management
- Delete CPP50315 - Diploma of Strata Community Management.

32 units of competency will be considered in the review for update or deletion.

### 1.2 Timeframes and delays

- On time delivery anticipated.

## 2. Changes to training products and how these will meet the needs of industry

*Refer to **Attachment B** for information on how the proposed updates to qualifications will better support job roles in industry.*

- The review of CPP40516 Certificate IV in Strata Community Management included a functional analysis of each unit of competency. This led to an amendment of the qualification packaging rules to ensure it reflects the current and emerging skills needs of the strata sector.  
  
Under the guidance of an industry-led Working Group the review process focused on ensuring that digital literacy, ethical practice and workplace well-being were incorporated into the relevant strata units to support the overall vocational outcome of the qualification. The review has ensured the updated qualification responds to the workplace complexities and legal requirements of a modern-day Strata Community Manager across different jurisdictions.  
  
For example, units of competency have strengthened or incorporated the skills and knowledge required to:
  - conduct and record online meetings
  - select and appoint contractors and monitor contractual arrangements associated with the procurement of goods and services
  - understand risks and compliance associated with civil liability
  - conduct strata community site visits (as distinct from real estate property inspections)
  - assist preparations for tribunal hearings.

### 3. Stakeholder consultation strategy

Refer to **Attachment C** for:

- *list of stakeholders that actively participated in consultation on the project*
- *summary feedback provided by stakeholder type and the IRCs response to this feedback*
- *summary of issues raised during stakeholder consultation and the IRCs response to these issues*

#### 3.1 Identification of stakeholders

- Identification of stakeholders was undertaken by grouping industry participants, such as RTOs, STAs, regulators and industry practitioners. The key peak body of the strata sector, Strata Community Association (SCA) introduced Artibus Innovation to SCA members from each state and territory. These members are industry practitioners who participated on the project Working Group and supported the consultation and validation processes by disseminating information about proposed changes to their jurisdictional membership.
- STAs were invited to nominate stakeholders from their various jurisdictions.

#### 3.2 Strategies for engaging stakeholders

- The project was advertised in the Artibus Innovation newsletter on numerous occasions with invitations to participate.
- STAs were invited to share each project stage with stakeholders in their jurisdiction.
- An article was published in the November 2020 issue of [LookUpStrata Magazine](#) in the Victoria (VIC), Queensland (QLD) and New South Wales (NSW) editions and in the December edition in Western Australia (WA). LookUpStrata Magazine also undertook to publish information about the validation round in March 2021.
- SCA provided project information in their widely circulated newsletter.
- An article was also provided to the QLD Office of the Commissioner for Body Corporate and Community Management for inclusion in their newsletter.
- The Owners Corporation Network shared information about the project with their network.
- The Property Council of Australia was informed of the project and asked to inform its members.
- Written, phone and in-person meetings were conducted with state and territory regulators.
- SCA distributed and reviewed information with their State Education Committees at the different project stages.
- A public validation webinar was held on Thursday 25<sup>th</sup> March 2021 in addition to a validation survey.
- Artibus Innovation posted about the project using social media channels (Twitter and LinkedIn) ten times.

#### 3.3 Participation by different types of stakeholders

- Participation by rural and remote stakeholders was enabled by the wide range of consultation strategies described above.

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## 5. Evidence of industry support

### 4.1 Industry support

- Feedback received through the various stages of the review was instructive and positive. The Working Group considered all feedback received and incorporated feedback into updated materials where appropriate. The final product better aligns the CPP40521 Certificate IV in Strata Community Management with contemporary practices and emerging skills needs in Strata Community Management as identified by industry practitioners.
- Participants of a webinar held in March 2021, were supportive of the proposal for CPP51119 Diploma of Property (Agency Management) to include a stream for Strata Agency Managers if the Diploma of Strata Community Management is to be deleted. This approach would rationalise two Diplomas into one; CPP50316 Diploma of Strata Community Management and CPP51119 Diploma of Property (Agency Management).

### 4.2 Engagement of States and Territories

- STAs were kept informed at the various project stages and invited to attend a project update webinar on 30 March 2021. This webinar was held to allow STAs to canvass any issues or concerns on the proposed changes being considered in the validation round. Western Australia and the Australian Capital Territory (ACT) were the only STAs that attended the session. No further feedback on the project was received from the other STAs.
- Online, email or phone meetings were held with jurisdictions that licence the profession of Strata Management, ACT, WA, NSW and NT with Victoria having a representative on the Working Group.

### 4.3 Mitigation strategies

- Providers with Strata Management qualifications on scope have been kept informed of this project and invited to offer feedback, which they have. They are on the active stakeholder list. They are aware that the units of competency have been recoded, five of the proposed units are deemed as not equivalent and that nine DSM units are proposed for deletion. There was no negative feedback received during the validation consultation round about these matters.
- It was noted that some regulators, for licensing purposes, call on *CPPDSM3017 Work in the strata community management sector*, which had been identified for deletion by the Working Group as it was considered that it duplicates skills/knowledge already covered by other core units within the proposed CPP40521 Certificate IV in Strata Community Management. However, regulators remained keen to retain this unit as an introductory unit for new entrants to the industry. Consequently, the unit has been updated as *CPPSCM3017 Work effectively in strata community management* and is proposed as a Skill Set so that it is still available to learners requiring it for licensing or introductory purposes.
- In line with the AISC priorities to remove outdated and unnecessary qualifications, the Property IRC supports the eventual deletion of CPP50316 Diploma of Strata Community Management, contingent upon work to update to CPP51119 Diploma of Property (Agency Management) to provide a definitive stream for Strata Community Managers.

### 4.4 Letters of industry support

- Letters of support can be found at the end of this document (attachment G).

## 6. Dissenting views

### 5.1 Dissenting views/issues raised

- Nil to date

### 5.2 Rationale for approval

- N/A

## 7. Reports by exception

- N/A at the time of distribution

## 8. Mandatory Workplace Requirements

*Refer to Attachment D for a list of the units of competency, the MWR, the rationale for this, and evidence of employer support for this requirement.*

- This qualification does not include any mandatory workplace requirements.

## 9. Implementation of the new training packages

### 8.1 Implementation issues

This Case for Endorsement proposes to:

<ul style="list-style-type: none"><li>• Update 1 qualification</li></ul>	<ul style="list-style-type: none"><li>• New 1 skill set</li></ul>
<ul style="list-style-type: none"><li>• Delete 1 qualification</li></ul>	<ul style="list-style-type: none"><li>• Delete 30 CPP07 CPPDSM units of competency from CPP07</li></ul>
<ul style="list-style-type: none"><li>• Update and retain 20 units of competency</li></ul>	<ul style="list-style-type: none"><li>• Delete 1 CPPCMN unit of competency from CPP07</li></ul>
<ul style="list-style-type: none"><li>• New 1 unit of competency</li></ul>	<ul style="list-style-type: none"><li>• Delete 9 CPPDSM units of competency from CPP</li></ul>

The directive from the AISC to delete CPP50316 Diploma of Strata Community Management has caused considerable concern to the Strata Community Management industry. The industry strongly contends that a training pathway is required for professionals moving into senior strata management roles. It was also noted that a Diploma qualification is required for licensing of strata managing agents in some jurisdictions.

Consequently, deletion of CPP50316 Diploma of Strata Community Management is opposed in the short term.

However, in line with the AISC priorities to remove outdated and unnecessary qualifications, the Property IRC supports the deletion of CPP50316 Diploma of Strata Community Management, contingent upon work to update to CPP51119 Diploma of Property (Agency Management) to provide a definitive stream for Strata Community Managers. This qualification's current usage would remain unchanged.

CPP51119 Diploma of Property (Agency Management) already has a description of Strata Management Principals amongst the occupational titles, so the addition of specialist stream is logical. Such an update would employ identified units of competency from CPP50316 Diploma of Strata Community Management as a separate occupational stream. This approach will help to alleviate delivery issues by rationalising the qualifications. The current CPP50316 Diploma of Strata Community Management is not on the scope of any RTO, whereas the CPP51119 Diploma of Property (Agency Management) is widely delivered.

The Property IRC supports completion of an updated version of CPP51119 Diploma of Property (Agency Management) being reflected as:

- Diploma of Property (Agency Management) – unchanged
- Diploma of Property (Agency Management – Strata) – addition of professional stream.

This Case for Endorsement is also seeking endorsement of five units of competency which are called upon as electives in current qualifications but required updating to the *Standards for Training Packages 2012*:

- CPPCMN4012 *Contribute to sustainable solutions throughout a building's lifecycle*
- CPPCMN4013 *Operate a sustainable business*

- *CPPDSM5022 Develop and implement asset management plans*
- *CPPDSM6002 Conduct property investment feasibility study*
- *CPPDSM6008 Develop and implement strategic facilities management plans.*

A Skill Set *CPPSS00079 – Introduction to Strata Community Management Skill Set*, comprising one updated unit of competency is proposed as a general industry introduction unit. This unit is also called upon by some regulators for the licensing of Assistant Strata Managing Agents:

- *CPPSCM3017 Work effectively in strata community management.*

## 8.2 Potential for traineeship or apprenticeships

- The CPP40521 Certificate IV in Strata Community Management is suitable as the basis for a traineeship as it is the entry-level qualification for this occupation. The nominal duration will depend upon the nominal hours yet to be allocated by the Victorian Purchasing Guide. Current ASQA guidance would indicate between 600- and 2400-hours support alignment against an AQF level 4 qualification learning outcomes.

## 8.3 Occupational and licensing requirements

- Some jurisdictions call on a Certificate IV in Strata Management for licensing requirements, as well as *CPPDMS3017 Work in the strata community management sector*. These jurisdictions will need to update their regulations in recognition of the recoding of the qualification and units of competency (from DSM to SCM). Some also call on the Diploma of Property (Agency Management) so an update of this qualification to include a Strata Community Management stream would be a good regulatory fit. For example:
  - o Currently NSW names *CPPDSM3017 Work in the strata community management sector* amongst other units for registering an Assistant Strata Managing Agent and a “relevant diploma” for a Class 1 strata managing agent’s licence.
  - o The Community Titles Act 2018 is anticipated to commence in WA in mid-2021. Both this Act and the Strata Titles (General) Regulations 2019 will be impacted by the update to the Certificate IV in Strata Community Management. The WA regulator has been consulted on the proposed changes during development.

## 8.4 Extension to transition period

*Where the need for an extension to the transition period is identified for training products that are the subject of this Case for Endorsement, the SSO will apply to the relevant regulator for an extension to transition, to mitigate the identified impact on other training products, particular student cohorts or industry business needs*

- Not anticipated.



## 10. Quality Assurance

*The Case for Endorsement meets the following requirements:*

- |   |   |                          |
|---|---|--------------------------|
| o | Standards for Training Packages 2012                                    | <input type="checkbox"/> |
| o | Training Package Products Policy  | <input type="checkbox"/> |
| o | Training Package Development and Endorsement Process Policy             | <input type="checkbox"/> |
| o | Companion Volume Implementation Guide is available and quality assured. | <input type="checkbox"/> |

Copies of quality assurance reports are included in **Attachment F**.

## 11. Implementation of the Minister's priorities in training packages

*Refer to Attachment E for information on no enrolment and low enrolment qualifications reviewed as part of this project, and the outcomes of this review (i.e. product proposed for deletion or retention). Attachment D also includes the rationale for retaining no and/or low enrolment products when this is the proposal.*

*Please include an explanation of how approval of the proposed training products will support the reform priorities for training packages agreed by skills ministers in November 2015 and October 2020:*

*Streamlining/rationalisation of training products*

- This project proposes:
  - o the deletion of CPP30416 Certificate III in Strata Community Management and 2 obsolete units of competency
  - o the endorsement of CPP40521 Certificate IV in Strata Community Management, including the deletion of 7 obsolete units from CPP40516 Certificate IV in Strata Community Management
  - o further work to rationalise CPP50316 Diploma of Strata Community Management and CPP51119 Diploma of Property (Agency Management)
  - o deletion of 30 obsolete CPPDSM units of competency which remain within the CPP07 Property Services Training Package
  - o deletion of 1 CPPCMN unit from the CPP07 Property Services Training Package.
- Key word and thematic analysis were used to investigate the potential suitability of existing units. This analysis led to the incorporation of 8 BSB units and 1 SIR unit into the updated Certificate IV in Strata Community Management.
- One new unit of competency is proposed for endorsement:

	<p><i>CPPSCM4044 Coordinate repair and maintenance of strata community property and facilities.</i> This new unit is required as the previous version CPPDSM4044 was superseded by non-equivalent <i>CPPREP4231 Manage commercial property maintenance</i>, which no longer applies to the functions of a Strata Community Manager.</p> <ul style="list-style-type: none"> <li>• CPP30416 – deletion of one CPP qualification and two CPP units of competency.</li> <li>• CPP40516 – One CPP qualification to be superseded by an equivalent qualification – 14 updated units of competency and one new unit of competency. Deletion of seven CPP units of competency.</li> <li>• One Skill set consisting of transitioned CPPDSM3017 <ul style="list-style-type: none"> <li>o <b>CPP net:</b> One less qualification and seven less units of competency.</li> </ul> </li> <li>• Two CPPCMN units requiring transition to <i>Standards for Training Packages 2012</i> (no net change).</li> <li>• Three CPPDSM units used in other Training Packages transitioned to <i>Standards for Training Packages 2012</i> (no net change).</li> <li>• Deletion of 30 CPP07 obsolete units of competency <ul style="list-style-type: none"> <li>o <b>CPP07 net:</b> 30 less units of competency.</li> </ul> </li> </ul>
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<i>Ensure that more information about industry's expectations of training delivery is available to training providers to improve their delivery and to consumers to enable more informed course choices</i>	The revised CPP Property Services Training Package components aim to better reflect industry best practice. Unit of competency outcomes are clearly articulated and should support training and assessment.
<i>Ensure the training system better supports individuals to move more easily between related occupations</i>	The proposed future addition to CPP51119 – Diploma of Property (Agency Management) will support individuals to move between the Strata Management and Real-Estate professions by providing two professional streams within one qualification.
<i>Improve the efficiency of the training system by creating units that can be owned and used by multiple industry sectors</i>  <i>Foster greater recognition of skill sets and work with industry to support their implementation</i>	The revised components are Strata Community Management specific as this is an occupation which entails specific responsibilities, particularly relating to legislative and financial accountabilities.  A single unit of competency Skill Set is being proposed to support new entrants into the industry and for licensing purposes.

## 12. A link to the full content of the proposed training package component(s)

The AISC should be provided with a link to the full, developed training package component(s) to be approved under the Case for Endorsement.

A link to the training package components proposed for endorsement is included [here](#).

This Case for Endorsement was agreed to by the Property Services IRC.

Name of Chair

Noel Hamey

Signature of Chair

Date

## Attachment A: Training products submitted for approval

Please set out in the table below, the training products submitted for approval, including showing whether this is an updated, new or deleted product.

Training Product Name		Type	For existing products, equivalence/non-equivalence status	For updated products, rationale for equivalence/non-equivalence status
<i>Qualifications</i>				
<i>CPP40521 Certificate IV in Strata Community Management</i>		<b>Updated</b>	NE	Although CPP40521- Certificate IV in Strata community management has the same vocational outcome as CPP40516 which it is superseding, only 5 of the 14 original core units are packaged in the qualification thus making it non-equivalent.
<i>CPP51119 Diploma of Property Services (Agency Management)</i>		<b>Proposed update</b>		
<i>CPP30416 Certificate III in Strata Community Management</i>		<b>Deleted</b>	N/A	N/A
<i>CPP50316 Diploma of Strata Community Management</i>		<b>To be determined</b>	N/A	N/A
<i>Units of competency</i>				
<i>CPPSCM3020 Source and extract information from strata plans</i>		<b>Updated</b>	E	Supersedes and is equivalent to CPPDSM3020 Source and extract

				<p>information from strata plans.</p> <p>Code changed. Unit edited for clarity and updated to reflect current industry practice.</p> <p>Foundation Skills made explicit.</p> <p>Range of Conditions embedded into Knowledge Evidence. Assessment Requirements more explicit.</p>
CPPSCM4009 Access and interpret legislation in strata community management		Updated	NE	<p>Supersedes and is not equivalent to CPPDSM4009 Interpret legislation to complete work in the property industry.</p> <p>Code and title changed, and unit updated to reflect specific strata community management requirements.</p> <p>Foundation Skills made explicit.</p> <p>Range of Conditions embedded into Knowledge Evidence. Assessment Requirements more explicit.</p>
CPPSCM4028 Identify and analyse risks in strata community management		Updated	NE	<p>Supersedes and is not equivalent to CPPDSM4028 Identify and analyse risks and opportunities in the property industry.</p> <p>Code and title changed, and unit updated to reflect specific strata community management requirements. Skills and knowledge to identify and analyse opportunities removed.</p> <p>Foundation Skills made explicit.</p>

				Range of Conditions embedded into Knowledge Evidence. Assessment Requirements more explicit.
CPPSCM4034 Implement strata community management agreement		Updated	E	<p>Supersedes and is equivalent to CPPDSM4034 Negotiate and implement strata community management agreement.</p> <p>Code and title changed to better reflect outcome. Unit edited for clarity and updated to reflect current industry practice.</p> <p>Foundation Skills made explicit.</p> <p>Range of Conditions embedded into Knowledge Evidence. Assessment Requirements more explicit.</p>
CPPSCM4040 Develop and monitor maintenance strategies that contribute to asset life cycle		Updated	E	<p>Supersedes and is equivalent to CPPDSM4040 Contribute to asset life cycle maintenance strategy.</p> <p>Code and title changed and unit updated to reflect specific strata community management requirements.</p> <p>Foundation Skills made explicit.</p> <p>Range of Conditions embedded into Knowledge Evidence. Assessment Requirements more explicit.</p>
CPPSCM4045 Facilitate strata community meetings		Updated	NE	Supersedes and is not equivalent to CPPDSM4045 Facilitate meetings in the property industry.

				<p>Code and title changed, and unit updated to reflect specific strata community management requirements. New requirement to conduct online meetings.</p> <p>Foundation Skills made explicit.</p> <p>Range of Conditions embedded into Knowledge Evidence. Assessment Requirements more explicit.</p>
CPPSCM4047 Implement procurement processes in strata community management		Updated	NE	<p>Supersedes and is not equivalent to CPPDSM4047 Implement and monitor procurement process.</p> <p>Code and title changed, and unit updated to reflect specific strata community management requirements. New requirement to identify and select contractors.</p> <p>Foundation Skills made explicit.</p> <p>Range of Conditions embedded into Knowledge Evidence. Assessment Requirements more explicit.</p>
CPPSCM4056 Manage conflicts and disputes in strata community management		Updated	NE	<p>Supersedes and is not equivalent to CPPDSM4056 Manage conflicts and disputes in the property industry. Unit updated to reflect specific strata community management requirements including assisting with preparations for tribunal hearings.</p>

				<p>Foundation Skills made explicit.</p> <p>Range of Conditions embedded into Knowledge Evidence. Assessment Requirements more explicit.</p>
CPPSCM4066 Conduct strata community site visits		Updated	E	<p>Supersedes and is equivalent to CPPDSM4066 Plan and coordinate property and facility inspection.</p> <p>Code and title changed, and unit updated to reflect specific strata community management requirements.</p> <p>Foundation Skills made explicit.</p> <p>Range of Conditions embedded into Knowledge Evidence. Assessment Requirements more explicit.</p>
CPPSCM4083 Terminate strata community		Updated	E	<p>Supersedes and is equivalent to CPPDSM4083 Terminate strata community.</p> <p>Code changed. Unit edited for clarity and updated to reflect current industry practice.</p> <p>Foundation Skills made explicit.</p> <p>Range of Conditions embedded into Knowledge Evidence. Assessment Requirements more explicit.</p>
CPPSCM4084 Administer insurance for strata communities		Updated	E	<p>Supersedes and is equivalent to CPPDSM4084 Administer insurance for strata communities.</p> <p>Code changed. Unit edited for clarity and</p>



				<p>updated to reflect current industry practice.</p> <p>Foundation Skills made explicit.</p> <p>Range of Conditions embedded into Knowledge Evidence. Assessment Requirements more explicit.</p>
CPPSCM4085 Handle strata community funds held in trust		Updated	E	<p>Supersedes and is equivalent to CPPDSM4085 Handle strata community funds held on trust. Minor change to title.</p> <p>Code changed. Unit edited for clarity and updated to reflect current industry practice.</p>
CPPSCM4086 Coordinate preparation of strata community budgets		Updated	E	<p>Supersedes and is equivalent to CPPDSM4086 Oversee preparation of strata community budgets.</p> <p>Code and title changed to better reflect outcome. Unit edited for clarity and updated to reflect current industry practice.</p> <p>Foundation Skills made explicit.</p> <p>Range of Conditions embedded into Knowledge Evidence. Assessment Requirements more explicit.</p>
CPPSCM4087 Facilitate operation of strata committees		Updated	E	<p>Supersedes and is equivalent to CPPDSM4087 Facilitate operation of owners committee.</p> <p>Code changed and minor update to title. Unit edited for clarity and updated to reflect</p>

				<p>current industry practice.</p> <p>Foundation Skills made explicit.</p> <p>Range of Conditions embedded into Knowledge Evidence. Assessment Requirements more explicit.</p>
CPPSCM4044 Coordinate repair and maintenance of strata community properties and facilities		<b>New</b>	N/A	N/A
CPPCMN4012 Contribute to sustainable solutions throughout a building's lifecycle		<b>Updated</b>	E	<p>Supersedes and is equivalent to CPPCMN4012A Contribute to sustainable solutions throughout a building's life cycle.</p> <p>Minor change to unit title.</p> <p>Unit updated to meet the Standards for Training Packages 2012.</p>
CPPCMN4013 Operate a sustainable business		<b>Updated</b>	E	<p>Supersedes and is equivalent to CPPCMN4013B Operate a sustainable business.</p> <p>Unit updated to meet the Standards for Training Packages 2012.</p>
CPPDSM5022 Develop and implement asset management plans		<b>Updated</b>	E	<p>Supersedes and is equivalent to CPPDSM5022A Implement asset management plan.</p> <p>Minor change to unit title.</p> <p>Unit updated to meet the Standards for Training Packages 2012.</p>

CPPDSM6002 Conduct property investment feasibility study		Updated	E	Supersedes and is equivalent to CPPDSM6002A Conduct a property investment feasibility study. Minor change to unit title. Unit updated to meet the Standards for Training Packages 2012.
CPPDSM6008 Develop and implement strategic facilities management plans		Updated	E	Supersedes and is equivalent to CPPDSM6008A Develop strategic facilities management plan. Change to unit title to clarify outcome. Unit updated to meet the Standards for Training Packages 2012.
<b>CPP</b>				
CPPDSM3007 Identify risks and opportunities in the property industry		Deleted	N/A	N/A
CPPDSM3021 Collect and process information relevant to strata communities		Deleted	N/A	N/A
CPPDSM4027 Analyse resource use in building operations		Deleted	N/A	N/A
CPPDSM4031 Arrange lease of space		Deleted	N/A	N/A

CPPDSM4048 Implement customer service strategies in the property industry		Deleted	N/A	N/A
CPPDSM4055 Maintain asset management system		Deleted	N/A	N/A
CPPDSM4071 Promote process improvement in the property industry		Deleted	N/A	N/A
CPPDSM4072 Provide leadership in the property industry		Deleted	N/A	N/A
CPPDSM4082 Monitor service requirements of owners and occupiers in strata communities		Deleted	N/A	N/A
<b>CPP07</b>				
CPPCMN5001A Plan for a sustainable business		Deleted	N/A	N/A
CPPDSM3013A Perform and record property management activities and transactions		Deleted	N/A	N/A
CPPDSM4023A Act as a tenant's agent		Deleted	N/A	N/A
CPPDSM4051A Lease rural property		Deleted	N/A	N/A

CPPDSM4052A List and market rural property for sale or lease		<b>Deleted</b>	N/A	N/A
CPPDSM5001A Advise on use and design of facilities		<b>Deleted</b>	N/A	N/A
CPPDSM5002A Advise on property investment strategy		<b>Deleted</b>	N/A	N/A
CPPDSM5004A Assess viability of regeneration options in the property industry		<b>Deleted</b>	N/A	N/A
CPPDSM5005A Contribute to a detailed property feasibility study		<b>Deleted</b>	N/A	N/A
CPPDSM5008A Coordinate fit-out of premises for user occupation		<b>Deleted</b>	N/A	N/A
CPPDSM5010A Determine needs of customer populations in the property industry		<b>Deleted</b>	N/A	N/A
CPPDSM5011A Determine space utilisation		<b>Deleted</b>	N/A	N/A
CPPDSM5013A Develop a tenancy mix strategy		<b>Deleted</b>	N/A	N/A
CPPDSM5016A Develop strata/community management agreement		<b>Deleted</b>	N/A	N/A

CPPDSM5017A Dispose of property		<b>Deleted</b>	N/A	N/A
CPPDSM5019A Identify and secure a property opportunity		<b>Deleted</b>	N/A	N/A
CPPDSM5021A Implement asset maintenance strategy		<b>Deleted</b>	N/A	N/A
CPPDSM5023A Implement facilities management plan		<b>Deleted</b>	N/A	N/A
CPPDSM5024A Implement facilities procurement systems		<b>Deleted</b>	N/A	N/A
CPPDSM5034A Monitor performance of property or facility portfolio		<b>Deleted</b>	N/A	N/A
CPPDSM5036A Prepare tender documentation in the property industry		<b>Deleted</b>	N/A	N/A
CPPDSM6001A Determine viability of regeneration options in the property industry		<b>Deleted</b>	N/A	N/A
CPPDSM6003A Contract to invest in property		<b>Deleted</b>	N/A	N/A
CPPDSM6004A Determine performance of assets and facilities		<b>Deleted</b>	N/A	N/A

CPPDSM6005A Develop a property investment strategy		<b>Deleted</b>	N/A	N/A
CPPDSM6006A Develop facilities procurement system		<b>Deleted</b>	N/A	N/A
CPPDSM6009A Manage facilities portfolio		<b>Deleted</b>	N/A	N/A
CPPDSM6010A Manage performance of property investment		<b>Deleted</b>	N/A	N/A
CPPDSM6011A Negotiate partnership arrangements in the property industry		<b>Deleted</b>	N/A	N/A
CPPDSM6012A Plan property portfolio management		<b>Deleted</b>	N/A	N/A
CPPDSM6013A Prepare project design brief and documentation in the property industry		<b>Deleted</b>	N/A	N/A
<i>Skill Set CPPSS00079 Work effectively in strata community management</i>				
CPPSCM3017 Work effectively in strata community management		<b>Updated</b>	E	Supersedes and is equivalent to CPPDSM3017 Work in the strata community management sector.  Code changed. Title changed to better reflect outcome. Unit edited for clarity and updated to reflect current industry practice.  Foundation Skills made explicit.

				Range of Conditions embedded into Knowledge Evidence. Assessment Requirements more explicit.
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## Attachment B: How qualification updates support job roles

Please use the table below to demonstrate how the proposed updates to qualifications will better support job roles

Job role	Qualification	Proposed updates and how these better support the job role
Strata Community Manager Assistant Strata Community Manager	CPP40521 Certificate IV in Strata Community Management	<p>The components of the previous Certificate IV underwent a functional analysis and were reviewed under that lens. The resulting updated components better support the job role by reflecting the true functions and responsibilities of a Strata Community Management professional. Units of competency that no longer reflected the functions of Strata Community Managers have been identified for deletion.</p> <p>Job roles will be better supported by the strengthening or addition of the skills and knowledge required to:</p> <ul style="list-style-type: none"> <li>• conduct and record online meetings</li> <li>• select and appoint contractors and monitor contractual arrangements associated with the procurement of goods and services</li> <li>• understand risks and compliance associated with civil liability</li> <li>• conduct strata community site visits (as distinct from real estate property inspections)</li> <li>• assist preparations for tribunal hearings.</li> </ul>
Strata Management Agent	CPP51119 Diploma of Property (Agency Management) – <b>Proposed future activity.</b>	The proposed future update to this qualification recognises the skills required to manage a Strata Management agency rather than only undertake the practice of Strata Community Management. The current usage of the qualification would be unchanged, but this course of action would also enable a rationalisation of two qualifications with the addition of a Strata Community Management stream to the Diploma of Property (Agency Management), which would enable deletion of the Diploma of Strata Community Management.

## Attachment C: Stakeholder consultation

List of stakeholders that actively participated in stakeholder consultation for the project:

Name	Organisation	Title	Industry	Representation Type	State
<i>First Last</i>	<i>e.g. Safe Work Australia</i>	<i>e.g. Director, WHS policy</i>	<i>e.g. Business Services</i>	<i>e.g. Employer</i>	<i>e.g. ACT</i>
Kate Daly	Justice Dept ACT	Regulator	Government	Regulator	ACT
Daniel Neville	REIWA	Executive Training Manager	Strata Community Management	Employer	WA
Jacqui Byala	REIWA	Compliance Co-ordinator	Strata Community Management	Employer	WA
Jordan West	RETS	RTO Manager	Strata Community Management	RTO	NSW/ACT
Jo-Anne Hamilton	RETS	Curriculum Developer	Strata Community Management	RTO	NSW
Tracey Farrow	Training Council EFAPSTC	Industry Engagement Manager	Industry-Council	Training Council	WA
Henry Pike	Property Council of Australia	Media officer	Property Sector	Peak Body	National
Greg Cheetham	ACFIPS ITAB	Senior Project Officer	Industry Training Advisory Body	Training Board	NSW

Name	Organisation	Title	Industry	Representation Type	State
Erika Berzins	Fait Trading NSW	Manager Business Operations, Performance and Assurance	Government	Regulator	NSW
Heather Kellie	ACT Government	Assistant Manager Business and Industry Licensing	Government	Regulator	ACT
Sadiye Ince	Strata Community Association NSW	Education Manager	Strata Community Management	Peak Body	NSW
Theresa Boylan	SCA Education	Education Manager	Strata Community Management	Peak Body	WA
Kelly Whitfield	Landgate WA	Director Legislation and Policy at Landgate WA	Government	Regulator	WA
Alison Fleming	Landgate WA	Senior Legal Counsel, Strata Tiles Act Reform	Government	Regulator	WA
Melissa Paterniti	Landgate WA	Policy Officer, Strata Titles Act Reform Team	Government	Regulator	WA
Matthew Faulkner	Matthew Faulkner Accountancy Pty Ltd	Director	Strata Accounting	Employer	NSW
Tyson Pratt	Bick	Senior Strata Manager	Strata Community Management	Employer	QLD

Name	Organisation	Title	Industry	Representation Type	State
Clare Stuart	Bright & Duggan Property Group	Strata Manager	Strata Community Management	Employer	QLD
Amanda Wellesley	Victorian Building Authority	Strategic Project Lead	Government	Regulator	VIC
Roslyn Sullivan	Australian College of Professionals	College Principal	Education	RTO	NSW
Sharon Cowan	CEA Group	Manager Information and Community Education Unit	Government	Regulator	QLD
Steve Wiebe	Raine and Horne Strata	Senior Strata Manager	Strata Community Management	Employer	ACT
Jacqueline Cavanagh	ACT SMS	Manager	Strata Community Management	Employer	ACT
Rino Parella	Whittles	Branch Manager	Strata Community Management	Employer	SA
Henry Vurens van Es	Smithwick Strata Services	General Manager	Strata Community Management	Employer	WA
Floyd Nangreave	Select Strata Communities	General Manager	Strata Community Management	Employer	VIC
Loretta Orlando	Dept of Industry,	Board and Commission Support	Government	Regulator	NT

Name	Organisation	Title	Industry	Representation Type	State
	Tourism and Trade NT	Officer			
David Evans	North Metro TAFE	Principal Lecturer	Education	RTO	WA
John Jasiak	North Metro TAFE	Traineeship consultant/ Lecturer Commerce Portfolio	Education	RTO	WA
Sally Bevis	Terrace Strata Management	Director	Strata Community Management	Employer	TAS
Deb George	Signature Strata	Executive Strata Manager	Strata Community Management	Employer	ACT
Dyani Cobbold	Stratacbd	Practising Strata Community Manager	Strata Community Management	Employer	WA
Julie McLean	Ace Body Corporate Consulting	Senior Strata Consultant	Strata Community Management	Employer	VIC
Andrew Tunks	Netstrata	Learning and Development Dir- ector	Strata Community Management	Employer	NSW
Karen Stiles	Owners Corporation Network	Executive Officer	Strata Community Management	Peak Body	NSW
Chris Knierim	Building Designers Association of Australia	CEO	Building Design Industry	Peak Body	NSW

Name	Organisation	Title	Industry	Representation Type	State
Michelle Scott	Commissioner for Body Corporate and Community Management	Commissioner	Government	Regulator	QLD
David Reardon	Office of Regulatory Policy Qld	Regulator	Government	Regulator	QLD
Jessica Ng	ACT Government	Senior Legal Policy Officer Civi Law	Government	Regulator	ACT
Tracey Rance	Finance NSW Gov	Regulator	Government	Regulator	NSW
Jocelyn Shanks	Competent Strata Assistance	Senior Strata Manager	Strata Community Management	Employer	WA
Tony Irvine	Your Local Strata	Director	Strata Community Management	Employer	NSW
Chris Miller	Vantage Strata	Managing Director	Strata Community Management	Employer	ACT
Joyce Evans	The Knight	Manager People and Culture	Strata Community Management	Employer	VIC
Warren Kiddle	Strata Administration Services	Director	Strata Community Management	Employer	WA
Richard Eastwood	Smarter Communities	Executive General Manager	Strata Community	Employer	NSW

Name	Organisation	Title	Industry	Representation Type	State
		Customer Management	Management		
Nina Cannell	Signature Strata	General Manager	Strata Community Management	Employer	ACT
Karla Roche	Realmark Strata	Head of Strata Management	Strata Community Management	Employer	WA
Savia Calisto	Objective Strata Management	Executive Director	Strata Community Management	Employer	NSW
Andrew Davidson	Noosa District Body Corporate Management	Director	Strata Community Management	Employer	QLD
Stephen Brell	Network Strata Services Pty Ltd	Managing Director	Strata Community Management	Employer	NSW
Matt Bird	Dominion Strata Management	Director	Strata Community Management	Employer	WA
Jarrold Smith	Civium	Head of Communities	Strata Community Management	Employer	NSW
Andrew Chambers	Chambers Franklyn Strata Management	Managing Director	Strata Community Management	Employer	WA
Damien Excell	Bright & Duggan	Group HR Director	Strata Community	Employer	NSW

Name	Organisation	Title	Industry	Representation Type	State
	Property Group		Management		
Scott Bellerby	Bellcourt Com	Managing Director	Strata Community Management	Employer	WA
Melanie Hankinson	Dept of the Attorney-General and Justice NT Government	Senior Innovation and Strategic Planning Officer	Government	Regulator	NT
Elizabeth Florence	Abode Strata Management	Managing Director	Strata Community Management	Employer	WA
Liza Jovicic	LookUpStrata Pty Ltd	Content Manager	Strata Community Management	Media	WA
Kirsten Terry	PICA (Prudential Investment Company of Australia)	Executive General Manager, People & Culture	Strata Community Management	Employer	NSW
Bev Andrews	Landgate Wa Gov	Change Manager Strata Reform	Government	Regulator	WA
Rebecca Brown	Illuminate Group	Executive General Manager	Education	RTO	WA
Alisha Fisher	Strata SCA Australasia	IRC Member CEO	Strata Community Management	IRC Member Working group Chair	NSW
Chris Stephens	Phoenix Compliance	Director	Education	RTO	NSW



Name	Organisation	Title	Industry	Representation Type	State
Sophie Burrows	North Metropolitan TAFE WA	Teaching and Learning Consultant	Education	RTO	WA
Olivera Feguson	Strata +	Executive Director	Strata Community Management	Employer	NSW
Marc Steen	Strata Data	Chief Operating Officer	Strata Community Management	Employer	SA

#### Summary of Feedback by Stakeholder type:

Stakeholder Type	Key Feedback Points	Actions Taken to Address Feedback
<b>Industry Reference Committee (IRC) Representatives</b>	<ul style="list-style-type: none"> <li>The Property Services IRC supported that update to CPP51119 Diploma of Property (Agency Management) to include a specialist stream for Strata Management Principals.</li> </ul>	<ul style="list-style-type: none"> <li>Deletion of CPP50316 Diploma of Strata Community Management be delayed until rationalisation of Diplomas is confirmed.</li> </ul>
<b>Peak Industry Bodies</b>	<ul style="list-style-type: none"> <li>Industry representatives argued for the retention of the Diploma qualification as a pathway to the role of Senior Strata Community Manager, while noting that the Diploma is marked for deletion. It was noted that some Strata Community Managers will go onto agency management and others to a senior role without agency management.</li> </ul>	<ul style="list-style-type: none"> <li>An alternative approach was recommended - to utilise the <i>CPP51119 Diploma of Property (Agency Management)</i> which was written as a generalist property Diploma with four key occupations in mind including 'Strata Management Principal'.</li> <li>This approach involved identifying and updating key technical units from the <i>CPP50316 Diploma of Strata Community Management</i> and including them in the elective stream of <i>CPP51119 Diploma of Property (Agency Management)</i>. This alternative offers a simpler</li> </ul>

		<p>review process, aligns with NSW regulatory requirements, offers a pathway for Strata Community Managers, and portability for those wishing to also work in real estate (particularly for those who already work in both industries).</p>
<b>Employers(Non-IRC)</b>	<ul style="list-style-type: none"> <li>• The future need for a higher-level qualification of a Diploma is essential for the ongoing need to improve the overall qualifications for Australian Strata Managers. It is acknowledged that the updated CPP40521 Certificate IV in Strata Community Management has priority to be updated and to comply with licensing or registration requirements and that to lift the overall professionalism of the profession and industry a Diploma is required.</li> <li>• The Diploma must remain particularly as the strata industry is unregulated and has desires of licensing. With licensing an obligation in other states/territories and mandatory for allied real estate businesses it is essential to retain some parity. Real estate agents do not hold funds for the long period associated with strata, therefore Diploma qualifications should be an avenue for strata business principals at the very minimum.</li> </ul>	<ul style="list-style-type: none"> <li>• See approach above.</li> </ul>

	<ul style="list-style-type: none"> <li>“I am more than on board with the changes and the updates within the units of competency as I feel it needed to be done and support the direction it's moving in however, consideration should be given to whether it remains as a Diploma or not.”</li> </ul>	
<b>Regulators</b>	<ul style="list-style-type: none"> <li>The need for an 'introductory' unit for new entrants who are working in industry but have little or no knowledge of strata community management was raised, noting that <i>CPPDSM3017 Work in the strata community management sector</i> is marked for deletion. While it was acknowledged that the unit was deleted because its functions were considered to be covered by other core units in the Certificate IV qualification, industry representatives argued that it is important to have the foundation industry skills/knowledge in CPPDSM3017 available for new workers. This unit is also called upon for NSW licensing requirements for the "Assistant Strata Manager".</li> </ul>	<ul style="list-style-type: none"> <li>Update CPPDSM3017 to <i>CPPSCM3017 Work effectively in strata community management</i> and include the unit in the CPP Property Services Training Package as a Skill Set.</li> </ul>
<b>Registered Training Organisations (RTOs)</b>	<ul style="list-style-type: none"> <li>“Tendering” is not performed by 95% of Strata Managers in Perth so I can’t see justification for it being a requirement as set out in the “performance evidence” section of the unit.</li> </ul>	<ul style="list-style-type: none"> <li>The performance evidence only requires two of the three options meaning the tender procurement method is not mandatory. The performance evidence of CPPSCM4047 was adjusted to clarify this intent.</li> </ul>

<b>Training Boards/Other</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	
<b>State and Territory Training Authorities (STAs)</b>	<ul style="list-style-type: none"> <li>Preference not to delete CPPDSM3017 – Work in the strata community management sector</li> </ul>	<ul style="list-style-type: none"> <li>Unit updated, recoded and proposed as a Skill Set.</li> </ul>
<b>Unions</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	
<b>Property Owner</b>	<ul style="list-style-type: none"> <li>It is critical that personnel managing strata companies and strata schemes obtain and maintain the highest level of qualification available and commensurate with real estate agents that hold diploma qualifications.</li> </ul>	<ul style="list-style-type: none"> <li>See approach above</li> </ul>

#### Summary of Issues raised during stakeholder consultation

Issue raised	Key Feedback Points	Actions Taken to Address Feedback
<b>Deletion of Diploma of Strata Community Management</b>	<ul style="list-style-type: none"> <li>Diploma level training required to hold a Class 1 strata managing agent's licence.</li> <li>Level of training required to competently undertake complex financial and managerial tasks.</li> <li>Respect and understanding from clients of high-level skills and training required.</li> <li>The future need for a higher-level qualification of a Diploma is essential for the ongoing need to improve the overall qualifications for</li> </ul>	<ul style="list-style-type: none"> <li>Proposed future work to facilitate an addition of Strata specific stream to CPP51119 Diploma of Property (Agency Management).</li> </ul>

	Australian Strata Managers.	
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### Attachment D: Mandatory Workplace Requirements in Training Products

Please set out in the table below training products which include a mandatory workplace requirement (i.e. which must be completed in a workplace)

Code/title	Description of the Requirement (e.g. work placement, assessment requirement)	Rationale for Inclusion	Evidence of employer support
N/A	N/A	N/A	N/A

## Attachment E: No enrolment and low enrolment training products

### No Enrolment:

Please set out in the table below those training products that have had no enrolments over the past three years for which data is available

Units of Competency		
Name of Unit/Unit Code	Proposed for retention/deletion	Rationale for Retention
Develop strategic facilities management plan CPPDSM6008A	Retention and transition	This unit of competency has been included in the recently updated CPC60220 Advanced Diploma of Building and Construction (Management) qualification and has been transitioned to the <i>Standards for Training Packages 2012</i> in this Case for Endorsement.
Qualifications		
Name of Qualification/ Qualification Code	Proposed for retention/deletion	Rationale for Retention
Certificate III Strata Community Management/ CPP30416	Deletion	The Strata Industry has a strong desire for Diploma-level training for practitioners wishing to upskill to become senior Strata Community Managers with the extra functions required of a Licensee in Charge (Class 1 licence).
Diploma Strata Community Management/ CPP50315	Retention – with future deletion contingent upon a future work to update CPP51119 Diploma of Property (Agency Management)	

**Low Enrolment:**

Please set out in the table below those training products that have had low enrolments over the past three years for which data is available<sup>1</sup>

Units of Competency		
Name of Unit/Unit Code	Proposed for retention/deletion	Rationale for Retention
Conduct a property investment feasibility study CPPDSM6002A	Retention and transition	This unit of competency has been included in the recently updated CPC60220 Advanced Diploma of Building and Construction (Management) qualification and has been transitioned to the <i>Standards for Training Packages 2012</i> in this Case for Endorsement.
Plan and coordinate property and facility inspection CPPDSM4066	Retention	This unit has been reviewed and updated to more accurately reflect specific strata community management requirements and is deemed as a current function undertaken by a Community Strata Manager.
Facilitate operation of owners committee CPPDSM4087	Retention	This unit has been reviewed and edited for clarity and updated to reflect current industry practice and is deemed as a current function undertaken by a Community Strata Manager.
Operate a sustainable business CPPCMN4013B	Retention	This unit has been reviewed and edited for clarity and updated to reflect current industry practice and is deemed as a current function undertaken by a

<sup>1</sup> Low enrolment training products are qualifications or units of competency that have had less than 42 enrolments in each of the past three years (*this is the maximum no. of enrolments for the bottom 25% of qualifications based on average enrolments over 2016 - 2018*)



		Community Strata Manager.
Act as a tenant's agent CPPDSM4023A	Deletion	
Determine needs of customer populations in the property industry CPPDSM5010A	Deletion	
Determine space utilisation CPPDSM5011A	Deletion	
Develop a tenancy mix strategy CPPDSM5013A	Deletion	
Identify and secure a property opportunity CPPDSM5019A	Deletion	
Implement asset maintenance strategy CPPDSM5021A	Deletion	
Implement facilities management plan CPPDSM5023A	Deletion	
Implement facilities procurement systems CPPDSM5024A	Deletion	
Prepare tender documentation in the property industry CPPDSM5036A	Deletion	
Prepare project design brief and documentation in the property industry	Deletion	

CPPDSM5036A		
Advise on use and design of facilities CPPDSM5001A	Deletion	
Coordinate fit-out of premises for user occupation CPPDSM5010A	Deletion	
<b>Qualifications</b>		
<b>Name of Qualification/ Qualification Code</b>	<b>Proposed for retention/deletion</b>	<b>Rationale for Retention</b>
N/A		

## Attachment F: Quality assurance reports

- Editorial and Equity Report
- Independent Quality Report

## Editorial Report Template

1. Cover page																			
Information required	Detail																		
<b>Training Package title and code</b>	<b>CPP Property Services Training Package (Release 15.0)</b> <b>Strata Community Management</b>																		
<b>Number of new qualifications and their titles <sup>1</sup></b>	<b>NA</b>																		
<b>Number of revised qualifications and their titles</b>	<b>One (1) revised qualification:</b> <table border="1"> <tr> <td>CPP40521</td><td>Certificate IV in Strata Community Management</td></tr> </table>	CPP40521	Certificate IV in Strata Community Management																
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<b>Number of new units of competency and their titles</b>	<b>One (1) new unit of competency:</b> <table border="1"> <tr> <td>CPPSCM4040</td><td>Coordinate repair and maintenance of strata community properties and facilities</td></tr> </table>	CPPSCM4040	Coordinate repair and maintenance of strata community properties and facilities																
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<b>Number of revised units of competency and their titles</b>	<b>Twenty (20) revised units of competency:</b> <table border="1"> <tr> <td>CPPSCM3017</td><td>Work effectively in strata community management</td></tr> <tr> <td>CPPSCM3020</td><td>Source and extract information from strata plans</td></tr> <tr> <td>CPPSCM4009</td><td>Access and interpret legislation in strata community management</td></tr> <tr> <td>CPPSCM4028</td><td>Identify and analyse risks in strata community management</td></tr> <tr> <td>CPPSCM4034</td><td>Implement strata community management agreement</td></tr> <tr> <td>CPPSCM4040</td><td>Develop and monitor maintenance strategies that contribute to asset life cycle</td></tr> <tr> <td>CPPSCM4045</td><td>Facilitate strata community meetings</td></tr> <tr> <td>CPPSCM4047</td><td>Implement procurement processes in strata community management</td></tr> <tr> <td>CPPSCM4056</td><td>Manage conflicts and disputes in strata community management</td></tr> </table>	CPPSCM3017	Work effectively in strata community management	CPPSCM3020	Source and extract information from strata plans	CPPSCM4009	Access and interpret legislation in strata community management	CPPSCM4028	Identify and analyse risks in strata community management	CPPSCM4034	Implement strata community management agreement	CPPSCM4040	Develop and monitor maintenance strategies that contribute to asset life cycle	CPPSCM4045	Facilitate strata community meetings	CPPSCM4047	Implement procurement processes in strata community management	CPPSCM4056	Manage conflicts and disputes in strata community management
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CPPSCM4040	Develop and monitor maintenance strategies that contribute to asset life cycle																		
CPPSCM4045	Facilitate strata community meetings																		
CPPSCM4047	Implement procurement processes in strata community management																		
CPPSCM4056	Manage conflicts and disputes in strata community management																		

<sup>1</sup> When the number of training products is high the titles can be presented as an attachment.

	CPPSCM4066	Conduct strata community site visits
	CPPSCM4083	Terminate strata community
	CPPSCM4084	Administer insurance for strata communities
	CPPSCM4085	Handle strata community funds held in trust
	CPPSCM4086	Coordinate preparation of strata community budgets
	CPPSCM4087	Facilitate operation of strata committees
	CPPCMN4012	Contribute to sustainable solutions throughout a building's life cycle
	CPPCMN4013	Operate a sustainable business
	CPPDSM5022	Develop and implement asset management plans
	CPPDSM6002	Conduct property investment feasibility study
	CPPDSM6008	Develop and implement strategic facilities management plans
<b>Confirmation that the draft training package components are publication-ready</b>		I believe the draft Training Package components are publication ready.
<b>Is the Editorial Report prepared by a member of the Quality Assurance Panel? If 'yes' please provide a name.</b>		Yes or No <sup>2</sup> Yes – Trish Gamper (Gamper Consulting Services)
<b>Date of completion of the report</b>		10 May 2021

## Content and structure

### Units of competency

Editorial requirements	Comments
<b>Standard 5:</b> <ul style="list-style-type: none"> <li>The structure of units of competency complies with the unit of competency template.</li> </ul>	The structure of units of competency complies with the unit of competency template and all mandatory fields are used as required.
<b>Standard 7:</b> <ul style="list-style-type: none"> <li>The structure of assessment requirements complies with the assessment requirements template.</li> </ul>	Every unit of competency has assessment requirements which complies with the assessment requirements template. Assessment requirements specify performance evidence, knowledge evidence and assessment conditions required for the unit.

<sup>2</sup> Persons not a member of the panel are required to demonstrate relevant knowledge and experience in editing technical and industry publications, including details of relevant qualifications and/or professional membership(s).

## Qualifications

Editorial requirements	Comments by the editor
<p>Standard 9:</p> <ul style="list-style-type: none"> <li>The structure of the information for qualifications complies with the qualification template.</li> </ul>	The structure of the information for the qualification complies with the qualification template. The qualification contains core units and elective units packaged into Groups. No prerequisite units have been identified.
<p>Standard 10:</p> <ul style="list-style-type: none"> <li>Credit arrangements existing between Training Package qualifications and Higher Education qualifications are listed in a format that complies with the credit arrangements template.</li> </ul>	NA. There are no credit arrangements between the CPP Property Services Training Package qualifications and higher education qualifications.

## Companion Volumes

Editorial requirements	Comments by the editor
<p>Standard 11:</p> <ul style="list-style-type: none"> <li>A quality assured companion volume implementation guide is available and complies with the companion volume implementation guide template.</li> </ul>	A Companion Volume Implementation Guide (CVIG) was provided for editorial review and complies with the CVIG template. The CVIG has been quality assured by Artibus Innovation's internal quality assurance procedures.

## Proofreading

Editorial requirements	Comments by the editor
<ul style="list-style-type: none"> <li><b>Unit codes and titles</b> and <b>qualification codes and titles</b> are accurately cross-referenced throughout the training package product(s) including mapping information and packaging rules, and in the companion volume implementation guide.</li> </ul>	Unit of competency codes and titles and the qualification code and title have been cross-referenced throughout the Training Package components, including the Case for Endorsement, mapping information, packaging rules and the CVIG.
<ul style="list-style-type: none"> <li>Units of competency and their <b>content</b> are <b>presented in full</b>.</li> </ul>	Units of competency and their content were presented in full.
<ul style="list-style-type: none"> <li>The author of the Editorial Report is satisfied with the quality of the training products, specifically with regard to: <ul style="list-style-type: none"> <li>absence of spelling, grammatical and typing mistakes</li> <li>consistency of language and formatting</li> <li>logical structure and presentation of the document.</li> <li>compliance with the required templates</li> </ul> </li> </ul>	<p>At the time of completing this report I am satisfied with the quality of the Training Package components.</p> <ul style="list-style-type: none"> <li>Spelling, grammatical and typing mistakes were corrected, as required</li> <li>Language used and formatting is consistent throughout the Training Package</li> <li>The Training Package components are logically structured and presented</li> <li>All components comply with the required templates.</li> </ul>

## Equity Report

### Section 1 – Cover page

Information required	Detail																										
Training Package title and code	<b>CPP Property Services Training Package (Release 15.0) Strata Community Management</b>																										
Number of new qualifications and their titles <sup>1</sup>	<b>NA</b>																										
Number of revised qualifications and their titles	<b>One (1) revised qualification:</b> <table border="1"> <tr> <td>CPP40521</td><td>Certificate IV in Strata Community Management</td></tr> </table>	CPP40521	Certificate IV in Strata Community Management																								
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Number of new units of competency and their titles	<b>One (1) new unit of competency:</b> <table border="1"> <tr> <td>CPPSCM4040</td><td>Coordinate repair and maintenance of strata community properties and facilities</td></tr> </table>	CPPSCM4040	Coordinate repair and maintenance of strata community properties and facilities																								
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CPPSCM4084	Administer insurance for strata communities																										
CPPSCM4085	Handle strata community funds held in trust																										

<sup>1</sup> When the number of training products is high the titles can be presented as an attached list.

Information required	Detail	
	CPPSCM4086	Coordinate preparation of strata community budgets
	CPPSCM4087	Facilitate operation of strata committees
	CPPCMN4012	Contribute to sustainable solutions throughout a building's life cycle
	CPPCMN4013	Operate a sustainable business
	CPPDSM5022	Develop and implement asset management plans
	CPPDSM6002	Conduct property investment feasibility study
	CPPDSM6008	Develop and implement strategic facilities management plans
Confirmation that the draft training package components meet the requirements in Section 2 <i>Equity checklist of draft training package components</i>	Draft CPP Property Services Training Package components meet the requirements in Section 2.	
Is the Equity Report prepared by a member of the Quality Assurance Panel? If 'yes' please provide the name.	Yes - Trish Gamper (Gamper Consulting Services)	
Date of completion of the report	10 May 2021	

## Section 2 – Equity checklist of draft training package components

Equity requirements	Equity reviewer comments
	Provide brief commentary on whether the draft endorsed components meet each of the equity requirements
<p>The training package component(s) comply with Standard 2 of the <i>Standards for Training Packages 2012</i>. The standard requires compliance with the <i>Training Package Products Policy</i>, specifically with the access and equity requirements:</p> <ul style="list-style-type: none"> <li>• Training Package developers must meet their obligations under Commonwealth anti-discrimination legislation and associated standards and regulations.</li> <li>• Training Package developers must ensure that Training Packages are flexible and that they provide guidance and recommendations to enable reasonable adjustments in implementation.</li> </ul>	<p><i>The CPP Property Services Training Package draft components meet the requirements of Standard 2 of the Standards for Training Packages 2012 and comply with the Training Package Products Policy.</i></p> <p><i>The Companion Volume Implementation Guide provides information on access and equity considerations in the review and development of the CPP Property Services Training Package draft components.</i></p> <p><i>The Companion Volume Implementation Guide also provides training providers with advice and guidance on reasonable adjustments that can be made for learners with specific learning needs.</i></p>

## Section 3 - Training Package Quality Principles

### Quality Principle 4

Be **flexible** to meet the diversity of individual and employer needs, including the capacity to adapt to changing job roles and workplaces.

#### Key features

Do the units of competency meet the diversity of individual and employer needs and support equitable access and progression of learners?

What evidence demonstrates that the units of competency and their associated assessment requirements are clearly written and have consistent breadth and depth so that they support implementation across a range of settings?

Are there other examples that demonstrate how the key features of flexibility are being achieved?

Equity requirements	Equity reviewer comments
1. What evidence demonstrates that the draft components	<i>The CPP40521 Certificate IV in Strata Community Management provides essential core units, specialist</i>



Equity requirements	Equity reviewer comments
provide flexible qualifications/units of competency that enable application in different contexts?	<p><i>elective units and flexible options for selecting elective units of competency depending on work roles and contexts.</i></p> <p><i>The qualification contains core and elective units that have been imported from other Training Packages, and also allow for additional units to be imported depending on workplace requirements.</i></p> <p><i>A new skill set has also been developed to support new entrants into the property services industry.</i></p>
2. Is there evidence of multiple entry and exit points?	<i>There are no entry requirements for the qualification, allowing for multiple entry and exit points.</i>
3. Have prerequisite units of competency been minimised where possible?	<i>No CPP Property Services Training Package units of competency in the CPP40521 Certificate IV in Strata Community Management contain prerequisites.</i>
4. Are there other examples of evidence that demonstrate how the key features of the flexibility principle are being achieved?	<i>The qualification is clearly structured and allows for the selection of units of competency to reflect a range of work contexts and job roles.</i>

#### Quality Principle 5

Facilitate **recognition** of an individual's skills and knowledge and support movement between the school, vocational education and higher education sectors.

##### *Key features*

Support learner transition between education sectors.

Equity requirements	Equity reviewer comments
1. What evidence demonstrates pathways from entry and preparatory level as appropriate to facilitate movement between schools and VET, from entry level into work, and between VET and higher education qualifications?	<i>The Companion Volume Implementation Guide provides guidance on occupational pathways for the property services industries.</i>

#### Quality Principle 6

Support interpretation by training providers and others through the use of simple, concise language and clear articulation of assessment requirements.

### Key features

Support implementation across a range of settings and support sound assessment practices.

Equity requirements	Equity reviewer comments
1. Does the Companion Volume Implementation Guide include advice about: <ul style="list-style-type: none"><li>• Pathways</li><li>• Access and equity</li><li>• Foundation skills?</li></ul> (see Training Package Standard 11)	<i>Yes, the Companion Volume Implementation Guide contains advice regarding:</i> <ul style="list-style-type: none"><li>• <i>Pathways</i></li><li>• <i>Access and equity</i></li><li>• <i>Foundation skills.</i></li></ul>
2. Are the foundation skills explicit and recognisable within the training package and do they reflect and not exceed the foundation skills required in the workplace?	<i>Foundations skills are explicit and recognisable in the units of competency and do not exceed the level that would be required in the workplace.</i>

## Quality Report

### Section 1 – Cover page

Information required	Detail
Training Package title and code	CPP Property Services Training Package Release 15.0 Strata Community Management project
Number of new qualifications and their titles	–
Number of revised qualifications and their titles	One Revised Qualification: <ul style="list-style-type: none"><li>● CPP40521 Certificate IV in Strata Community Management</li></ul>
Number of new units of competency and their titles	One New Unit of Competency: <ul style="list-style-type: none"><li>● CPPSCM4044 Coordinate repair and maintenance of strata community properties and facilities</li></ul>

Information required	Detail
Number of revised units of competency and their titles	<p>Twenty (20) revised units of competency:</p> <ul style="list-style-type: none"> <li>• CPPSCM3017 Work effectively in strata community management</li> <li>• CPPSCM3020 Source and extract information from strata plans</li> <li>• CPPSCM4009 Access and interpret legislation in strata community management</li> <li>• CPPSCM4028 Identify and analyse risks in strata community management</li> <li>• CPPSCM4034 Implement strata community management agreement</li> <li>• CPPSCM4040 Develop and monitor maintenance strategies that contribute to asset life cycle</li> <li>• CPPSCM4045 Facilitate strata community meetings</li> <li>• CPPSCM4047 Implement procurement processes in strata community management</li> <li>• CPPSCM4056 Manage conflicts and disputes in strata community management</li> <li>• CPPSCM4066 Conduct strata community site visits</li> <li>• CPPSCM4083 Terminate strata community</li> <li>• CPPSCM4084 Administer insurance for strata communities</li> <li>• CPPSCM4085 Handle strata community funds held in trust</li> <li>• CPPSCM4086 Coordinate preparation of strata community budgets</li> <li>• CPPSCM4087 Facilitate operation of strata committees</li> <li>• CPPCMN4012 Contribute to sustainable solutions throughout a building's life cycle</li> <li>• CPPCMN4013 Operate a sustainable business</li> <li>• CPPDSM5022 Develop and implement asset management plans</li> <li>• CPPDSM6002 Conduct property investment feasibility study</li> <li>• CPPDSM6008 Develop and implement strategic facilities management plans</li> </ul>

Information required	Detail
<p>Confirmation that the panel member is independent of:</p> <ul style="list-style-type: none"> <li>the Training Package or Training Package components review ('Yes' or 'No')</li> <li>development and/or validation activities associated with the Case for Endorsement ('Yes' or 'No')</li> <li>undertaking the Equity and/or Editorial Reports for the training package products that are the subject of this quality report ('Yes' or 'No')</li> </ul>	<p>Yes, I am independent of:</p> <ul style="list-style-type: none"> <li>● CPP R15.0 Training Package</li> <li>● The development and validation activities</li> <li>● The Equity and Editorial reports.</li> </ul>
Confirmation of the Training Packages or components thereof being compliant with the <i>Standards for Training Packages 2012</i>	<b>Yes</b> , the Strata Community Management project in the CPP Property Services Training Package R15.0 is compliant with the <i>Standards for Training Packages 2012</i>
Confirmation of the Training Packages or components thereof being compliant with the <i>Training Package Products Policy</i>	<b>Yes</b> , the Strata Community Management project in the CPP Property Services Training Package R15.0 is compliant with the <i>Training Package Products Policy</i> .
Confirmation of the Training Packages or components thereof being compliant with the <i>Training Package Development and Endorsement Process Policy</i>	<b>Yes</b> , the Strata Community Management project in the CPP Property Services Training Package R15.0 is compliant with the <i>Training Package Development and Endorsement Process Policy</i>
<p>Panel member's view about whether:</p> <ul style="list-style-type: none"> <li>the evidence of consultation and validation process being fit for purpose and commensurate with the scope</li> <li>estimated impact of the proposed changes is sufficient and convincing</li> </ul>	<b>Yes</b>
Name of panel member completing Quality Report	Anna Henderson

Information required	Detail
Date of completion of the updated Quality Report	26 May 2021

## Section 2 – Compliance with the Standards for Training Packages 2012

Standards for Training Packages	Standard met 'yes' or 'no'	Evidence supporting the statement of compliance or noncompliance (including evidence from equity and editorial reports)
<p><b>Standard 1</b></p> <p>Training Packages consist of the following:</p> <ol style="list-style-type: none"> <li>1. AISC endorsed components: <ul style="list-style-type: none"> <li>• qualifications</li> <li>• units of competency</li> <li>• assessment requirements (associated with each unit of competency)</li> <li>• credit arrangements</li> </ul> </li> <li>2. One or more quality assured companion volumes</li> </ol>	Yes	<p>The Strata Community Management component of the CPP Property Services Training Package R15 submission consists of the following endorsed components:</p> <ul style="list-style-type: none"> <li>• 1 qualification</li> <li>• 21 units of competency</li> <li>• credit arrangements are discussed in the CPP Property Services Training Package R15 Companion Volume Implementation Guide (CVIG).</li> <li>• A quality assured Companion Guide – CPP Property Services Training Package R15 CVIG.</li> </ul>

Standards for Training Packages	Standard met 'yes' or 'no'	Evidence supporting the statement of compliance or noncompliance (including evidence from equity and editorial reports)
<p>Standard 2</p> <p>Training Package developers comply with the <i>Training Package Products Policy</i></p>	Yes	<p>The draft Training Package component comply with this Standard:</p> <ul style="list-style-type: none"> <li>• <b>Coding and titling</b> –: the qualification and units of competency comply with the coding and titling policy.</li> <li>• <b>Foundation Skills</b> which are explicit in the performance criteria of the Strata Community Management units of competency. The CPP Property Services Training Package R15.0 CVIG provides further explanation about foundation skills.</li> <li>• <b>Qualification packaging rules</b> –the rules for the qualification are clear and practical and allow for packaging for a range of contexts.</li> <li>• <b>Qualification – occupational/pathway advice</b> – occupation outcome advice for all Property Services Training Package occupations advice is included in the CPP Property Services Training Package R15.0 CVIG. Pathway advice for is also in the CVIG.</li> <li>• <b>Mapping</b> - the mapping tables are found in the CPP Property Services Training Package R15.0 CVIG. This includes equivalence status of the endorsed components.</li> <li>• <b>Equivalence</b> – Artibus Innovation note that the reviewed units of competency in this submission have undergone significant improvement to remove ambiguities and duplication and to clarify requirements. This means that while direct mapping is not always obvious in all the units that have been deemed equivalent to their superseded version; they are equivalent in terms of the skills and knowledge requirements. Although 'equivalence' is a subjective issue, Artibus Innovation's approach with the units of competency in this submission indicates 'equivalence'.</li> </ul>

Standards for Training Packages	Standard met 'yes' or 'no'	Evidence supporting the statement of compliance or noncompliance (including evidence from equity and editorial reports)
<p>Standard 3</p> <p>Training Package developers comply with the AISC <i>Training Package Development and Endorsement Process Policy</i></p>	Yes	<p>The Case for Endorsement (CfE) provides information about work on Strata Community Management. The training components have been developed to a high standard and they are responsive to industry's existing and future skill needs.</p> <p>The Commonwealth Department of Education and Training commissioned the Property Services Industry Reference Committee (IRC) to review the Strata Community Management components of the CPP Property Services Training Package.</p> <p>The key peak body of the strata sector, Strata Community Association (SCA) introduced Artibus Innovation to SCA members from each state and territory. These members are industry practitioners who participated on the project Working Group and supported the consultation and validation processes by disseminating information about proposed changes to their jurisdictional membership.</p> <p>Numerous strategies were utilised to engage stakeholders including:</p> <ul style="list-style-type: none"> <li>• Advertising in the Artibus Innovation newsletter</li> <li>• Articles in the November 2020 issue of LookUpStrata Magazine in the Victorian, Queensland and NSW editions and in the December edition in WA</li> <li>• Project information in SCA's newsletter</li> <li>• An article in the QLD Office of the Commissioner for Body Corporate and Community newsletter</li> <li>• Consultation with the Owners Corporation Network and the Property Council of Australia members</li> <li>• Meetings with state and territory regulators</li> <li>• SCA member engagement during the different stages of the project</li> <li>• A public validation webinar on Thursday 25<sup>th</sup> March 2021 in addition to a validation survey.</li> </ul> <p>The stakeholder feedback ranged from the makeup of the qualification, including the suitability of the packaging rules, to unit content and relevance. <i>See CfE for detail.</i></p>



Standards for Training Packages	Standard met 'yes' or 'no'	Evidence supporting the statement of compliance or noncompliance (including evidence from equity and editorial reports)
<p>Standard 4</p> <p>Units of competency specify the standards of performance required in the workplace</p>	Yes	The draft units of competency adequately specify standards of performance required in the workplace.
<p>Standard 5</p> <p>The structure of units of competency complies with the unit of competency template</p>	Yes	The structure of the draft units of complies with all aspects of the unit of competency template.
<p>Standard 6</p> <p>Assessment requirements specify the evidence and required conditions for assessment</p>	Yes	The units of competency specify the performance evidence (including references to frequency), the assessment conditions and the knowledge evidence to be demonstrated for assessment. The assessment requirements cross-reference well to the performance criteria requirements.
<p>Standard 7</p> <p>Every unit of competency has associated assessment requirements. The structure of assessment requirements complies with the assessment requirements template</p>	Yes	In all draft units of competency, the assessment requirements comply with the assessment requirements template.
<p>Standard 8</p> <p>Qualifications comply with the Australian Qualifications Framework specification for that qualification type</p>	Yes	The Strata Community Management qualification complies with the AQF specifications.
<p>Standard 9</p> <p>The structure of the information for the Australian Qualifications Framework qualification complies with the qualification template</p>	Yes	The structure of the information for the qualification complies with the qualification template. The qualification contains core units and elective units packaged into Groups. No prerequisite units have been identified.

Standards for Training Packages	Standard met 'yes' or 'no'	Evidence supporting the statement of compliance or noncompliance (including evidence from equity and editorial reports)
<p>Standard 10</p> <p>Credit arrangements existing between Training Package qualifications and Higher Education qualifications are listed in a format that complies with the credit arrangements template</p>	Yes	<p>Credit arrangements are discussed in the CPP Property Services Training Package R15.0 CVIG, denoting that there are currently no credit arrangements between qualifications in the Property Services Training Package and higher education qualifications.</p>
<p>Standard 11</p> <p>A quality assured companion volume implementation guide produced by the Training Package developer is available at the time of endorsement and complies with the companion volume implementation guide template.</p>	Yes	<p>The Training Package components in this submission are accompanied by the CPP Property Services Training Package CVIG R15.0.</p> <p>The CVIG complies with the companion volume implementation guide template included in the 2012 Standards and has been quality assured in line with the Artibus Innovation editorial processes.</p> <p>The CVIG includes advice about pathways, access and equity (including reasonable adjustment for persons with disabilities) and foundation skills in the Implementation Information section as required by the template.</p>
<p>Standard 12</p> <p>Training Package developers produce other quality assured companion volumes to meet the needs of their stakeholders as required.</p>	Yes	<p>The CPP Property Services Training Package R15.0 CVIG includes information about typical occupation outcomes and how CPP qualifications relate to jobs within the industry.</p> <p>Artibus Innovation has also produced companion resources for the other industry sectors they cover.</p>

## Section 3 – Compliance with the training package quality principles

Note: not all training package quality principles might be applicable to every training package or its components. Please provide a supporting statement/evidence of compliance or non-compliance against each principle.

### Quality principle 1. Reflect identified workforce outcomes

Key features	Quality principle is met: Yes / No or N/A	Evidence demonstrating compliance/non compliance with the quality principle  Please see examples of evidence in the <i>Training Package Development and Endorsement Process Policy</i>
Driven by industry's needs	Yes	<p>Strata community managers perform all functions associated with the administration of strata communities including facilitating meetings of strata community members, administering insurance for strata communities, handling strata community funds and maintaining business records and reporting on the financial activities of strata communities.</p> <p>In the CfE, Artibus Innovation note that the industry supported the updating of the Strata Community Management training components.</p>
<p>Compliant and responds to government policy initiatives</p> <p>Training package component responds to the COAG Industry and Skills Council's (CISC) training package-related initiatives or directions, in particular the 2015 training package reforms. Please specify which of the following CISC reforms are relevant to the training product and identify supporting evidence:</p> <ul style="list-style-type: none"> <li>ensure obsolete and superfluous qualifications are removed from the system</li> <li>ensure that more information about industry's expectations of training delivery is available to training pro-</li> </ul>	Yes	<p><b>Compliance with Government policy initiatives -streamlining/rationalisation</b></p> <p>The draft Strata Community Management components of the CPP Training Package incorporated Government policies such as streamlining and rationalisation, including:</p> <ul style="list-style-type: none"> <li>The deletion of CPP30416 Certificate III in Strata Community Management and 2 obsolete units of competency</li> <li>The endorsement of CPP40521 Certificate IV in Strata Community Management, including the deletion of 7 obsolete units from CPP40516 Certificate IV in Strata Community Management</li> <li>Further work to rationalise CPP50316 Diploma of Strata Community Management and CPP51119 Diploma of Property (Agency Management)</li> <li>The deletion of 30 obsolete CPPDSM units of competency</li> </ul>

<p>viders to improve their delivery and to consumers to enable more informed course choices</p> <ul style="list-style-type: none"> <li>• ensure that the training system better supports individuals to move easily from one related occupation to another</li> <li>• improve the efficiency of the training system by creating units that can be owned and used by multiple industry sectors</li> <li>• foster greater recognition of skill sets</li> </ul>		<p>which remain within the CPP07 Property Services Training Package</p> <ul style="list-style-type: none"> <li>• The deletion of 1 CPPCMN unit from the CPP07 Property Services Training Package.</li> </ul> <p><b>Pathways and Access and Equity</b></p> <p>The CVIG provides sufficient information on pathways. Advice on access and equity is provided in the Guide. This includes information on such access and equity considerations as guidance on reasonable adjustment and useful information on identifying and supporting learners' foundation skills.</p> <p><b>Training delivery/flexibility (supporting movement from related occupations)</b></p> <p>The qualification packaging rules allow for flexible packaging of imported units of competency from another training package or accredited course.</p> <p>The assessment conditions allow for skills to be demonstrated in the workplace or a simulated environment.</p> <p><b>Improve efficiency of the training system/ ensure units are owned and used by the Strata Community Management industry</b></p> <p>The review of CPP40516 Certificate IV in Strata Community Management included a functional analysis of each unit of competency. This led to an amendment of the qualification packaging rules to ensure it reflects the current and emerging skills needs of the strata sector.</p> <p>The draft units of competency have been strengthened to:</p> <ul style="list-style-type: none"> <li>• Conduct and record online meetings</li> <li>• Select and appoint contractors and monitor contractual arrangements associated with the procurement of goods and services</li> <li>• Understand risks and compliance associated with civil liability</li> <li>• Conduct strata community site visits (as distinct from real estate property inspections)</li> <li>• Assist preparations for tribunal hearings.</li> </ul>
<p>Reflect contemporary work organisation and job profiles incorporating a future orientation</p>	<p>Yes</p>	<p>Occupation outcome advice for all Property Services Training Package occupations is included in the CPP Property Services Training Package R15.0 CVIG, which includes information about typical occupation outcomes and how CPP qualifications relate to jobs within the industry.</p> <p>With regard to CPP40521, the CVIG notes that this qualification is for</p>

		<p>strata community managers who work independently using specialised knowledge to provide management services for strata communities.</p> <p>Occupational titles include:</p> <ul style="list-style-type: none"> <li>• Body Corporate Manager</li> <li>• Owners' corporation manager</li> <li>• Strata community manager</li> <li>• Strata manager</li> <li>• Strata managing agent.</li> </ul>
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## Quality principle 2: Support portability of skills and competencies including reflecting licensing and regulatory requirements

Key features	Quality principle is met: Yes / No or N/A	Evidence demonstrating compliance with the quality principle  Please see examples of evidence in the <i>Training Package Development and Endorsement Process Policy</i>
Support movement of skills within and across organisations and sectors	Yes	The draft Strata Community Management training components support skills within and across body corporates, strata communities, owners' corporations and agents.
Promote national and international portability	Yes	The revised Strata Community Management components aim to better reflect industry best practice. The draft unit of competency outcomes are clearly articulated and should support training and assessment to meet future Property Services industry needs, which, in turn promotes national and international portability.
Reflect regulatory requirements and licensing	N/A	The information in both CPP40521, the Certificate IV in Strata Community Management and the CPP Training Package CVIG note that licensing, legislative, regulatory or certification requirements apply to strata community management in some states and territories and that users should check with the relevant regulatory authority.

DRAFT

**Quality principle 3: Reflect national agreement about the core transferable skills and core job-specific skills required for job roles as identified by industry**

Key features	Quality principle is met: Yes / No or N/A	Evidence demonstrating compliance with the quality principle  Please see examples of evidence in the <i>Training Package Development and Endorsement Process Policy</i>
Reflect national consensus	Yes	The overall development and consultation process for the Strata Community Management component of the CPP Property Services Training Package R15.0 is discussed in the CfE. The process allowed for engagement with industry and other stakeholders throughout the life of the project to inform the drafts prior to submission of the final product.
Recognise convergence and connectivity of skills	Yes	The updated Strata Community Management training components do not have pre-requisite requirements and they enable convergence and connectivity of skills.

**Quality principle 4: Be flexible to meet the diversity of individual and employer needs including the capacity to adapt to changing job roles and workplaces**

Key features	Quality principle is met: Yes / No or N/A	Evidence demonstrating compliance with the quality principle  Please see examples of evidence in the <i>Training Package Development and Endorsement Process Policy</i>
Meet the diversity of individual and employer needs	Yes	The Strata Community Management training components of the CPP Property Services Training Package, R15.0 have been reviewed to meet the industry's current needs.  The Strata Community Management units' elements, performance criteria and assessment requirements meet employer and learner diversity needs.
Support equitable access and progression of learners	Yes	The CVIG provides advice on access and equity considerations including reasonable adjustment for learners with disabilities.

**Quality principle 5: Facilitate recognition of an individual's skills and knowledge and support movement between the school, vocational education and higher education sectors**

Key features	Quality principle is met: Yes / No or N/A	Evidence demonstrating compliance with the quality principle  Please see examples of evidence in the <i>Training Package Development and Endorsement Process Policy</i>
Support learner transition between education sectors	Yes	The Strata Community Management training components support learner transition between education sectors and future practices pertaining to the administration of strata communities.

**Quality principle 6: Support interpretation by training providers and others through the use of simple, concise language and clear articulation of assessment requirements**

Key features	Quality principle is met: Yes / No or N/A	Evidence demonstrating compliance with the quality principle  Please see examples of evidence in the <i>Training Package Development and Endorsement Process Policy</i>
Support implementation across a range of settings	Yes	The assessment requirements of all the Strata Community Management units submitted, specify that assessment must take place in a workplace or in a simulated workplace environment. This allows for assessment to occur in a range of different contexts.
Support sound assessment practice	Yes	The CPP Property Services Training Package, R15.0 supports sound assessment practice in line with industry requirements.
Support implementation	Yes	As discussed, the draft components in this submission address the Strata Community Management industry requirements, which supports implementation in a range of contexts.





**STRATA DATA**

## **Attachment G: Letters of support**

18<sup>th</sup> May 2021

Emeritus Professor Tracey Horton AO  
AISC Chair  
C/- Artibus  
373 Elizabeth Street  
North Hobart TAS 7000

### **Re: Cert IV I SCM and Diploma of Property incorporating Strata**

Strata Data is one of the largest Strata Community Manager in South Australia, managing over 1,200 Corporations representing over 11,000 lots. Strata Data has over 70 staff and has been in business for over 40 years. We are a well-respected company in the Strata Community industry having won large management company in SA or Nationally for each of the last 5 years. I personally have been President (currently Vice President) of our state industry body SCA (SA).

The new scoped Cert IV in Strata Community Management will provide the new entrants and existing workforce the right learning and development to deal with the complex role of a manager.

In South Australia we have had limited offering of qualifications in Strata with our small Strata community, therefore we are keen to see the opportunity for our workforce to be able to reach a Diploma with the proposed scope to blend with the Diploma in Property (Agency Management). There would be providers in SA already who deliver this current Diploma and would not take too much difficulty in them adding additional strata modules into their delivery to provide a tailored qualification for our team.

We look forward to being involved in working with industry to develop this career pathway.

Marc Steen

Chief Operating Officer [msteen@stratadata.com.au](mailto:msteen@stratadata.com.au)

DRAFT

18 May 2021

Emeritus Professor Tracey Horton AO  
Australian Industry Skills Committee Chair  
C/- CEO, Strata Community Association

Dear Professor Horton

## RE CERT IV & DIPLOMA FOR STRATA PROFESSIONALS

This letter is written on behalf of our clients that represent more than 27,000 owners across NSW, and our 31 SCA accredited strata community managers. We request serious consideration as to the consumer need for a nationally recognised Cert IV and Diploma specifically relevant to the strata sector.

The strata sector in Australia is continuing to grow. The City Futures Australasian Insights Report 2020 stated that 9% of the Australian population is living in apartments. They estimate the total value of apartments at over \$1trillion.

As strata managers we have a duty of care to our clients – owners in strata and community title. Our duties include legislative compliance (at state, federal and local government levels) and each year the list of impacting legislation grows. The obligations to strata clients are significantly different to that of real estate, and thus the skills and knowledge needs are significantly different.

Media has flagged the impact of structural defects and cladding issues in strata. Government agencies and corporate bodies are also now realising the importance of considering strata rather than the assumption that everyone lives on a torrens-title home. This is evident with a range of environmental and sustainability initiatives by all 3 tiers of government, with legislative changes to enable these initiatives.

The risk management obligations on strata manager practitioners and strata principals continue to grow each year. In NSW the government has increased their expectations with both the minimum qualification with the Certificate IV no longer being optional at a practicing strata manager level, and with the level of continuing professional development.

The NSW government recognises the higher obligation on the principals of agencies creating licence class differentiation. This was done on the basis that a relevant Diploma will be used. The higher expectation is also reflected in the increased CPD obligations as of March this year.

NSW Fair Trading is aware of the differentiation between strata and real estate when setting objectives for mandatory CPD. Coverage of topic areas is far more exhaustive and impacts far more consumers when designing courses for strata than when designing for the role of a real estate practitioner.

Strata Community Association is our professional body. We respectfully request serious consideration to SCA's recommendations to accept the new scoped Cert IV as well as enabling a Diploma for strata professionals. We recommend that you seek the view of NSW Fair Trading, NSW RTOs, consumers through the Owners Corporation Network, so as to gauge the importance of education for strata professionals.

Please contact me to clarify any aspect of this letter and/or answer any questions you may have.

Yours sincerely



**Olivera Ferguson** CPA GAICD PSCM(SCA)

Executive Director

CONTACT

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21 May 2021

Emeritus Professor Tracey Horton AO  
AISC Chair  
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Dear Tracey,

We write to you firstly in regards to the development of the updated Certificate 4 in Strata Community Management and also the Diploma of Property (Agency Management/Strata).

The Whittles Group has over 53 years' experience in managing Strata and Community Corporations and is widely recognised in the industry as one of the largest, most experienced, and professional Body Corporate management service providers in Australia. At a national level we have offices located in Docklands and Bayswater (Victoria), Brisbane, Sunshine Coast, Gold Coast/Cleveland (Queensland), Darwin and Alice Springs (Northern Territory), Sydney (NSW) and Canberra (ACT), with our head office in Adelaide (SA). Our growing portfolio consists of over 80,000 lots.

In regards to the new scope for the Certificate 4 in Strata Community Management, I support this qualification being adopted and I feel that it will be highly regarded and specific to our industry practitioners and given that I was also personally involved in a working group which spent considerable time analysing each of the components of the new proposed certificate.

It is also our understanding that government are looking to remove the Diploma in Strata Community Management with the view of introducing a new proposal to have 4 Strata specific units added into the Diploma of Property (Agency Management) - CPP51119 to enable managers to complete the core of this current course with the strata specific units to obtain a Diploma of Property (Strata Community Management), which I also support .

Therefore, we wish to put forward our support to both the new Certificate 4 qualification and the Diploma of Property (Agency Management/Strata).

We look forward to a favourable outcome.

Yours faithfully

Rino Parrella General Manager

17/05/2021

**civium**

Our Ref: JS/SCA

**Civium Holdings Pty Ltd**

Emeritus Professor Tracey Horton AO

AISC Chair

C/- Artibus

373 Elizabeth Street

North Hobart TAS 7000

**Strata | Canberra | Sydney | Melbourne | Brisbane**

ABN: 39 121 276 300

17-23 Townshend Street, Woden ACT 2606

Locked Bag 3008, Woden ACT 2606

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**[civium.com.au](http://civium.com.au)**

Dear Professor Horton,

We, Civium Strata, write in relation to the removal of the Diploma in Strata Community Management with the new proposal being put forward to add 4 strata specific units into the Diploma of Property (Agency Management) – CPP51119.

Civium Strata would like to provide its support towards this proposal and would hope that the Commonwealth Government favour this proposal also.

Yours Faithfully,



**Jarrod Smith**

Head of Communities – Strata [jarrod.smith@civium.com.au](mailto:jarrod.smith@civium.com.au)

18 May 2021

**Emeritus Professor Tracey Horton AO  
AISC Chair  
C/- Artibus  
373 Elizabeth Street  
North Hobart TAS 7000**

Dear Tracey

Our organisation is involved with SCA committees to raise the standard of education delivered across Qld and Australia. We support the proposed update to the Certificate IV in Strata Community Management which strengthens the role of the Strata Community Manager.

I understand a new proposal is being put forward to government to consider to have 4 strata specific units added into the Diploma of Property (Agency Management) - CPP51119 to enable managers to complete the core of this current course with the strata specific units to get a Diploma of Property (Strata Community Management).

I am writing in support of this move as it makes sense given that there are already RTOs delivering this current diploma therefore it would not take much effort for those to provide these additional units for a new Strata qualification. I also understand there will be a requirement for minimum units of the Cert IV in Strata Community Management to be completed for managers to achieve the Diploma as many of the scoped strata diploma units have been moved and scoped for the new Cert IV in Strata.

I am an advocate of lifting the overall standard of education within our industry and many positive effects will occur as a result of this including attracting better people to the industry, increased customer confidence and a lift in public perceptions toward Strata.



**Andrew Davidson**  
**Director**

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24 May 2021

Dear Professor Horton.

**RE: LETTER OF SUPPORT**

I write in my capacity as the Executive General Manager of one of the largest Strata Manager companies in Australia with over eighty thousand lots under management.

Education is vital to the success of our sector and a major pillar underpinning a drive to lift its professional standards.

I wish to fully support Artibus Innovation's application to the Commonwealth Government for approval to enhance the Diploma of Property (Agency Management) - CPP51119

Should you wish to discuss further or have any questions please don't hesitate to contact me.

Yours faithfully

**VICTORIA BODY CORPORATE SERVICES**

A handwritten signature in black ink, appearing to read 'Richard Eastwood', is placed within a light gray rectangular box.

Richard Eastwood

**EXECUTIVE GENERAL MANAGER**

**Smarter Communities**

[reastwood@smartercommunities.com.au](mailto:reastwood@smartercommunities.com.au)

8531 8100