

## Unit of Competency

### CPPSCM3017 Work effectively in strata community management

#### Modification history

Release	Comments
1	Supersedes and is equivalent to CPPDSM3017 Work in the strata community management sector. Title changed to better reflect outcome. This version first released with CPP Property Services Training Package Release 15.0.

#### Application

This unit of competency specifies the skills and knowledge required to work effectively in strata community management to ensure compliance with regulatory, ethical and procedural requirements. It includes clarifying regulatory requirements for strata community management, requirements for strata community committees, by-laws for strata communities and the role and duties of strata community managers.

A person who has achieved this unit of competency is expected to take responsibility for organising and completing these tasks with a high degree of self-direction.

Depending on the jurisdiction of operation:

- strata community managers may also be known as strata managers, owners' corporation managers or body corporate managers
- by-laws may also be known as rules or articles.

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

#### Prerequisite Unit

None.

#### Unit Sector

Strata Community Management.

#### Elements and Performance Criteria

1. Clarify regulatory compliance requirements for strata community management.	<p>1.1 Identify developments that may exist under strata plans and the management issues associated with different types of developments.</p> <p>1.2 Identify regulatory compliance requirements for managing strata community in the jurisdiction of operation.</p> <p>1.3 Identify procedures for using strata community's common seal if required to comply with regulatory requirements.</p> <p>1.4 Identify strata community decision-making and meeting processes for lot owners and strata community committees to comply with regulatory requirements.</p> <p>1.5 Consult with relevant persons to clarify understanding of regulatory requirements for strata community management.</p>
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2. Clarify requirements for strata community committee.	2.1 Identify process for appointment, operation and powers of strata community committee responsible for administering strata community. 2.2 Identify membership, role and responsibilities of strata community committee. 2.3 Identify process for removing strata community committee members. 2.4 Identify legislated conduct requirements for strata community committee. 2.5 Consult with relevant persons to clarify understanding of requirements for strata community committee.
3. Clarify and interpret by-laws for strata community.	3.1 Access and interpret by-laws relevant to strata community to clarify rules that owners and tenants must follow. 3.2 Determine availability of by-laws and assess their suitability for use for strata community. 3.3 Identify process for changing or amending by-laws where relevant in jurisdiction of operation. 3.4 Consult with relevant persons to clarify understanding of by-laws for strata community.
4. Clarify strata community manager role and duties.	4.1 Identify role and duties of strata community manager and check against contract with strata community. 4.2 Identify and follow requirements for ethical conduct based on legislated duties or code of conduct. 4.3 Discuss own interpretation of the strata community manager role and duties with relevant persons to ensure consistent and accurate understanding. 4.4 Identify relationship between strata community manager and strata community committee. 4.5 Verify roles and duties of strata community manager and on-site manager in consultation with relevant persons. 4.6 Identify own professional development needs and source appropriate continuing professional development opportunities to improve strata community management.

### Foundation skills

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

### Unit Mapping Information

Supersedes and is equivalent to CPPDSM3017 Work in the strata community management sector.

### Links

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

## Assessment Requirements for CPPSCM3017 Work effectively in strata community management

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### Performance Evidence

To demonstrate competency, a candidate must meet the elements and performance criteria of this unit to work effectively in strata community management by responding to four routine workplace situations, one relating to each of the following aspects of work as a strata community manager:

- complying with regulatory requirements associated with strata community
- identifying the role of a strata community committee
- accessing and interpreting relevant by-laws for a strata community
- identifying the role and duties of a strata community manager and two opportunities for own continuing professional development.

### Knowledge Evidence

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

- conduct requirements for strata community committees and strata community managers that may be legislated, contractual or established by industry
- compliance requirements of legislation, regulations, codes and standards relevant to strata community management in the jurisdiction of operation:
  - Acts Interpretation Act 1901 (or its successor)
  - anti-discrimination and diversity
  - Australian Competition and Consumer Commission (ACCC) requirements
  - available by-laws and registered rules that apply to strata communities and where possible in the jurisdiction of operation, processes for their amendment
  - building permit requirements and relevant jurisdictional Essential Safety Measures (ESMs) maintenance requirements
  - civil liability
  - common law relating to work in strata community management
  - electronic transactions
  - environmental and zoning laws affecting access security, access and property use
  - fair trading and consumer protection
  - freedom of information
  - licensing/registration requirements
  - local government policies and regulations
  - privacy and confidentiality requirements and laws applying to owners, contractors and tenants
  - public health requirements
  - strata, community and company titles
  - taxation requirements
  - tenancy agreements

- o work health and safety (WHS)
- interpersonal communication strategies and techniques used to effectively relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and cognitive abilities
- role and duties of strata community managers:
  - o arranging payment of all invoices
  - o assisting dispute resolution in strata communities
  - o attending to correspondence
  - o attending to orders, submissions and appeals
  - o ensuring strata community complies with WHS regulations
  - o facilitating and setting dates for committee meetings, annual general meetings and extraordinary meetings
  - o maintaining the strata community register
  - o organising and coordinating repairs and maintenance of common property, including following a preventative maintenance program
  - o preparing and distributing:
    - notices, including contribution notices
    - financial statements and budgets
    - meeting agendas and minutes
  - o providing advice in handling difficult or complex strata issues
- strata communities:
  - o decision-making processes
  - o distinction between the various strata title types
  - o meeting types and procedures and legislative requirements relating to notification and conduct of meetings
  - o processes for appointing and managing strata community committees
  - o role and duties of on-site managers, lot owners and strata community
  - o situations in which common seal may be used, including requirements for electronic use of signatures and common seal
  - o types of developments that may exist under strata plans:
    - agriculture
    - caravan parks
    - car parks
    - commercial
    - hotels
    - layered schemes
    - marinas
    - mixed use: retail and/or commercial and/or residential
    - residential
    - resorts
    - retail
    - retirement villages
    - serviced apartments
    - viticulture
- types of ownership that may exist in a strata community:
  - o company shareholder
  - o stratum shareholder

- o strata title holder – single, multiple owners or company held
- workplace requirements for strata community management:
  - o documentation and records administration
  - o work role responsibilities, limitations and professional abilities and persons from whom specialist advice may be sought.

### Assessment Conditions

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

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

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

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